Anici Damian

s.73

RTI DL RELEASE - NPSR

From: Trevor Hassard [trevorh@tangalooma.com]
Sent: Monday, May 27, 2013 4:57 PM
To: Sharlane Hedges; davidj@tangalooma.com; 'Hanlon Chris'
Cc: 'Brian Osborne'; 'Jeff Osborne'
Subject: Cown Beach

Hello All,

I have just had a call from the BCC waste services drivers that they were stopped on the beach in front of Cowan and abused.

I am not sure why until I talk to the drivers tomorrow and down load video footage. Sharlane your offer of riding in the trucks might be handy next week as this has caused great stress to the drivers who expressed their anger on the phone to me of people walking in front of the trucks on purpose.

They are underway again and I will have video footage downloaded tonight and will supply it to you all tomorrow.

Unfortunately only one camera was recording as the second camera had a full memory card. Spare cards have been ordered and will travel in the trucks from next week.

More detail to follw.

Regards,

Trevor Hassard
Director / Tangalooma Island Resort
Tangalooma, Queensland, 4025
ph 07 3410 6000 sm4p4(6) Personal information
www.tangalooma.com / trevorh@tangalooma.com

********** This message has passed through an insecure network. Please direct all enquiries to the message author.
****

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From: Allan Rob [Rob.Allan@nprsr.qld.gov.au]
Sent: Wednesday, 21 August 2013 5:13 PM
To: Ferguson Leeanne
Subject: FW: Emailing: Cowan Risk Assessment.pdf
Attachments: Cowan Risk Assessment.pdf

<<...>>

Rob Allan
A/Regional Director
South East Region
Queensland Parks and Wildlife Service
Department of National Parks, Recreation, Sport and Racing
Telephone: 3512 2320

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-----Original Message-----
From: Allan Rob
Sent: Tuesday, 15 January 2013 3:55 PM
To: Antcliff Scott
Subject: FW: Emailing: Cowan Risk Assessment.pdf

fyi

Rob Allan
A/Regional Director
South East Region
Queensland Parks and Wildlife Service
(07) 3512 2320

-----Original Message-----
From: Matthews Galen
Sent: Thursday, 20 December 2012 8:41 AM
To: Hoseck Steve; Allan Rob
Subject: FW: Emailing: Cowan Risk Assessment.pdf

Rob / Steve,

Please see attached excerpts of a rather detailed Risk assessment undertaken by Tangalooma regarding the Cowan Cowan by-pass track and the Tangalooma Waste Services truck and associated machinery.

Can we please discuss further.

Cheers

Galen Matthews
Senior Ranger I Northern Bay Islands I Moreton Bay Queensland Parks and Wildlife Service T (07) 3131 2852 M s. 6 (6) Personal information F (07) 3131 2890
galen.matthews@nprsr.qld.gov.au

Department of National Parks, Recreation, Sport and Racing

34 Trafalgar Street, Manly QLD 4179
PO Box 5178 Manly QLD 4179

-----Original Message-----
From: Hanlon Chris
Sent: Wednesday, 19 December 2012 1:32 PM
To: Matthews Galen
Subject: Emailing: Cowan Risk Assessment.pdf

Galen as discussed.

Chris

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2012

Risk Management
International
Services

Geoff Gallagher

Risk Management
International Services

Cowan Cowan Bypass Risk Assessment Report

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RiskManGroup

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Scope of Risk Assessment

The scope of the Risk Assessment Inspection is to assess the hazards and risks associated with using the Cowan Cowan Bypass track by Tangalooma Waste Service waste collection vehicles. Tangalooma Waste Services are currently under contract to remove waste and deliver waste bins from the waste rubbish site at Cowan Cowan, Bulwer and Comboyuro Point on Moreton Island. At present an alternative route via the beachfront of Cowan Cowan Township is also being used. This alternative route was also assessed to determine the risk and hazards to general members of the public and other vehicular traffic, including trucks, tractors, trailers, caravans, boats and 4x4 wheel drive vehicles.

Abstract

Tangalooma Waste Services has been granted an authority by the Department of National Parks, Recreation, Sport and Racing to traverse the beach safety zone in front of Cowan Cowan Township to facilitate the removal of waste from refuse bins located at Council and QPWS bin facilities. This authority is due to expire on 14th January 2013.
This authority was given on the basis that using the Cowan Cowan Bypass in dry conditions is determined to be hazardous to Tangalooma Waste Services vehicles as well as other vehicles using this Bypass.

General observations were made of the flow of traffic on the Cowan Cowan Bypass and the condition of the track. The track is a narrow sandy track with intermittent 'Bypass areas' in which traffic can pull into to allow oncoming traffic to pass. Due to frequent 'blind corners' on the track it was observed that vehicles often met head on and a decision would be made by one of the drivers the vehicles reverse to a 'Bypass area'. Consideration was given by all drivers observed and one driver would then reverse. Due to the dry condition of the track this was quite difficult and took some time. There was also great difficulty in accessing the 'Bypass area' as these areas consist of very loose dry sand and is not compacted. All the vehicles observed were 4x4 vehicles and not towing trailers, caravan or boats. The degree of difficulty in reversing a vehicle that is towing a trailer, caravan or boat wold be extreme and time consuming and the probability of becoming bogged is deemed high.

The use of the Cowan Cowan Bypass by Tangalooma Waste Services service vehicles is adding to the issues associated with their use due to their size, weight, lack of mobility and their affect upon the condition of the track. These vehicles are designed to be capable of the loads involved in removing waste and delivering bins as to meet the demands of the contract. The condition of the track and constant two-way traffic flow requiring reversing etc. is creating mechanical and maintenance issues to all vehicles.

A number of incidents have occurred by vehicles using the Cowan Cowan Bypass and are documented in this report. I believe that due to the increasing vehicular traffic on the track there is an increasing probability that a serious accident will eventually occur.

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Acknowledgements

In compiling this report acknowledgement must go to Trevor Hassard, Director of Tangalooma Resort and Brett Groves, Safety Advisor for Tangalooma Resort for their support in accompanying me during the inspection, answering my questions in an open and honest manner and to provide me with documentation and photos associated with this inspection.

Acknowledgment must also go to the Managing Director of Tangalooma Resort, Brian Osborne, in supporting this investigation as committing to high levels of safety is an integral part of Tangalooma Resort Business.

Framework of the Inspection

In conducting this inspection referral was made to AS/NZS ISO 31000:2009 – Risk Management- Principles and Guidelines, AS 4801 – OH&S Management Systems, Queensland Work Health and Safety Act 2011, Recreation Area Management Act 2006 and Regulation 2007 and Transport Operations (Road Use Management) Act 1995.

The assessment consisted of being escorted by Trevor Hassard to inspect the Tangalooma Waste Services vehicles, the beach front along Moreton Bay to Cowan Cowan Township and the Cowan Cowan Bypass to the Council bin facilities. Observations were made during the inspection and notes and photographs were taken. Specific observations were of the Tangalooma Waste Services vehicles, especially the Hino Truck, the beachfront at the Tangalooma Wrecks, the signage and obstacles restricting access to Cowan Cowan Township beachfront, the Cowan Cowan Bypass track, the beachfront at Cowan Cowan Township and the bin facilities at Cowan Cowan Township.

Observations

The Tangalooma Waste Services vehicles inspected were:

Vehicle Type	*Make*	*Registration Number*
Tray Truck	Hino	882 - SDO
Fork Lift	Manitou	C 98660
Fork Lift	Manitou	C 30303
Fork Lift	JCB	C 36464

Dimensions of	

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Cowan Cowan Bypass Risk Assessment Report

Hino Truck	
Type	HINO GT, 4wd, 6 cylinder diesel motor. Has high and low ranges and 2wd
Length	11m
Width	2.4m
Length of Tray	7.7m
Width of Tray	2.5m
Height of Tray from Ground	1.6m
Tyres	400mm wide
Tyres	Super Singles:
Pressure	120psi – 50psi Depending upon conditions 30psi. If bogged can be lowered to 10psi
Bins:	$1.8m^2 - 1.9m^2$
Weight	1.1 – 1.2 tonnes
Height	2m
Combined weight of fully laden truck with full bins	Approximately 9 – 25 tonnes

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Cowan Cowan Bypass

The height, size and weight of a fully laden and unladed waste collection truck were determined. Measurement was taken of the dimensions of the width of the truck as well as the width of the tyres used by the truck. (Refer Photos 1 – 4) Measurement of the width of the Cowan Bypass track was also taken to determine whether there was adequate space for vehicles to pass each other on the track. It was acknowledged that there are Bypass facilities on the track but due to the meandering nature of the track a number of blind corners were identified.

At the time of the inspection the Cowan Cowan Bypass track had received some rain the previous night but had made little impact upon the track. The sand was dry and loose and had deep tyre ruts and it was difficult to maintain steady driving although we were in a 4x4 Toyota Landcruiser.

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During the inspection of the Cowan Cowan Bypass a vehicle travelling in the opposite direction was confronted on a blind corner where we had to then reverse some 30 metres to find a bypass area. As we were in a 4x4 Toyota Landcruiser we were able to do so. If the other vehicle was forced to reverse they would have done so with great difficulty as they were in a small 4x4 with a lower wheelbase. It was also noted that on the blind corner when first leaving the beach on the Southern part of the Cowan Cowan Bypass track that if the Tangalooma Waste Services truck was to confront a vehicle towing a trailer it would have been near impossible for either vehicle to reverse as the sides of the track are quite steep in that particular place.

Due to the size of the Hino truck and the load that it has to carry it is extremely difficult to transit the Cowan Cowan Bypass and if confronted with a situation where the truck has to move aside or reverse to a bypass area leads to a high risk of being bogged. The conditions of a bypass area can be seen in Photo 12 which shows non compacted loose sand and Photos 10 & 11 show the results of the Hino truck becoming bogged when it pulled to the edge of the track to allow a vehicle to pass.

The generally poor condition of the Cowan Cowan Bypass can be seen in Photos 12 & 13 were parts of vehicles have been broken or dislodged and litter the track. Such evidence shows that the track is not of a suitable standard and must be addressed by the owners of the track, QPWS.

Photo 1: Width of truck tyres

Photo 2: Height of Bin

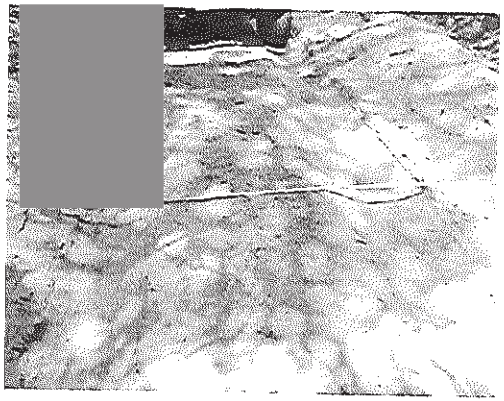

Photo 3: Width of Waste Truck wheelbase causing ridges in Track causing 4x4 vehicles to ride on ridge and become bogged

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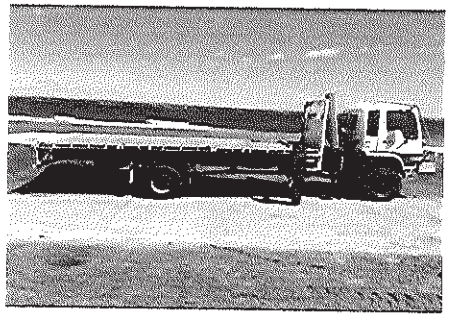

Photo 4: Height of truck in comparison to operator

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Tangalooma Wrecks

Also observed during the drive north along the beach we passes the Moreton Trader Barge was unloading. There were quite a number of vehicles on the beach and persons wandering along the beach. When we arrived at Cowan Cowan Township Beach **no persons** were on the beach whatsoever. Tangalooma Waste Services try to ensure that their vehcles do not traverse the beach when the barge is loading or unloading but obviously this can also be dictated by tides.

Cowan Cowan Township Beach

An inspection was made of the Cowan Cowan Township Beach and it was observed that there were no persons on the beach at all. The beach was undulating with a shallow slope to the bank which was some 50+ metres from the waterline at the time of the inspection. There were no washouts visible as there are no creeks running across the beach and the surf was calm. Rocks were visible but did not interfere with the possible transitting of vehicles. Driving on hard sand between the low & high water marks would cause no major risk to any vehicle.

Incidents concerning Cowan Cowan Bypass

Incidents are occurring at a regular basis on the Cown Cowan Bypass and the following were noted:

Week of 30th August 2012: A fully laden Hino truck was forced to reverse due to a confrontation with a 4x4. The difficlt situation caused a buildup of sand on the track making it difficult for vehicles to pass. The manouevre also caused the truck to overheat and have to wait until it cooled.

Another similar situation arose and due to overhanging trees the Hino truck has little room to manouevre and the passing 4x4 slid off the track and narrowly missed hitting the truck.

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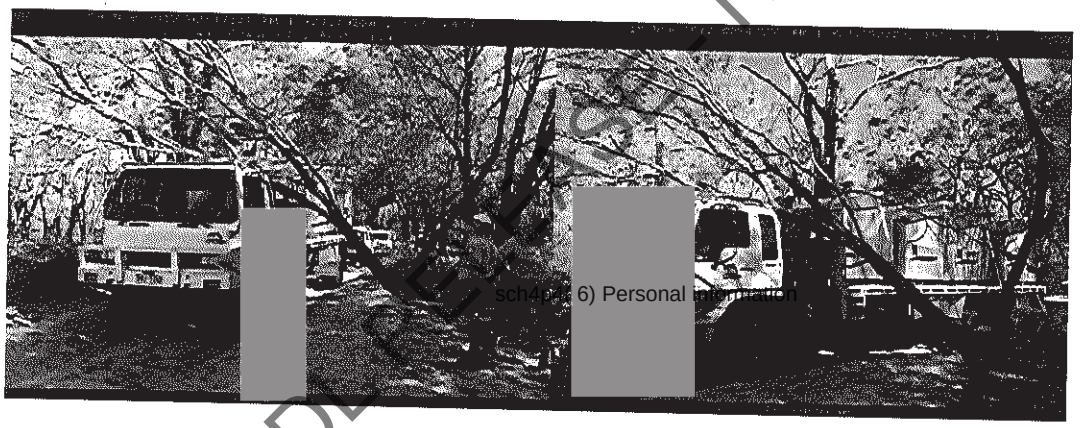
9th October 2012: A Manitou carrying a fully laden bin could not manouevre off the track due to raised edge of track & trees. In passing the 4x4 slid off the track and narrowly missed the Manitou.

10th October 2012: A vehicle was bogged on the track completely blocking it. Having sort assistance from the SES which was denied, the owner sought help from the Tangalooma Resort who then were able to reover the vehicle for the driver.

December 2012: A member of the Cowan Beach Residents Group (The President) caused a disruption to truck while traversing Cowan Cowan Township Beach. A line of holes had been dug across the beach and stood in front of the truck forcing the operator to drive through the water to bypass the individual. This altercation with the operator has been referred to the QPWS.

The following Photos 5 – 9 show the blocking of the track when a tree fell onto the truck causing some damage. The removal of the tree caused major delay to the traffic on the track.



Photos 5 & 6: Incident involving fallen tree

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Photos 7 & 8: More photos of fallen tree

Photo 9: Back up of vehicles waiting to for tree to be cleared

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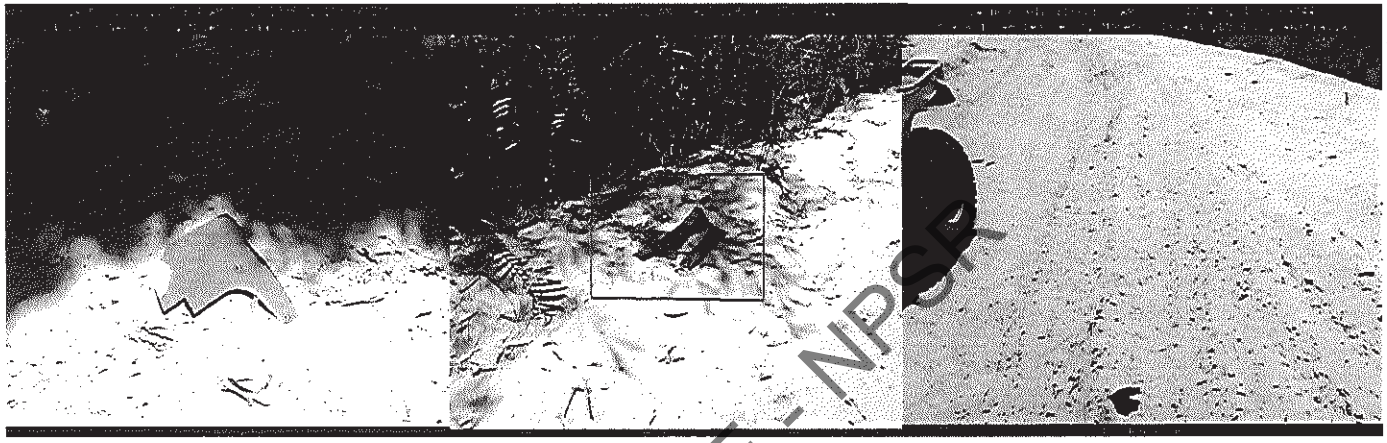

Photo 13: More broken parts of vehicles

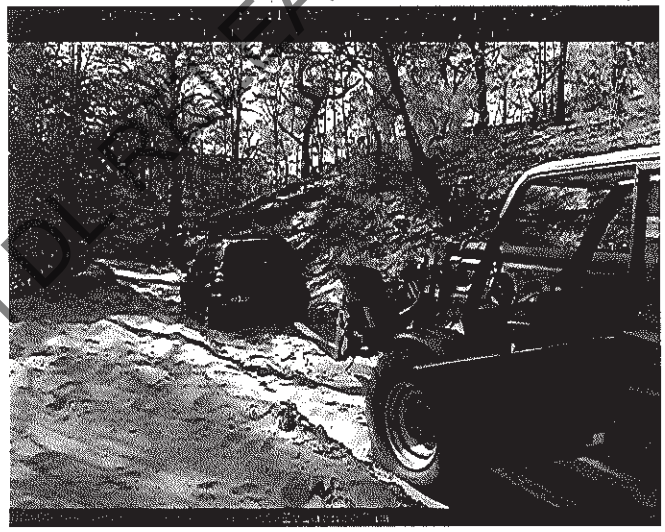

Photo 14: Helping bogged 4x4 Vehicle (Common occurrence)

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Photos 10 & 11: Bogged Waste truck after pulling to side to try to allow vehicles to pass

Photo 12: Normal conditions of track bypass area & broken parts of vehicles

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All operators are instructed in these procedures and examined on a regular basis on their knowledge of the procedures as well as spot-checks on adherence. Spot checks are also made on operators adhering to the attached letter setting out the authority to traverse the Cowan Cowan Township beach. [Attachment 1]

Overview

Cowan Cowan Bypass:

This Risk Assessment Report has identified the following risks to both the operators of Tangalooma Waste Services and members of the general public using the Cowan Cowan Bypass:

- It is acknowledged that the QPWS have an obligation to maintain the Cowan Cowan Bypass but it is recognised that maintenance is difficult during the dry season and even during when there is sufficient rain the hazards listed below still exist
- The track consists of loose uncompacted sand that has no stable base as it is purely a sand base
    - This leads to an unstable surface in which it is difficult to negotiate when driving
    - The sand is easily shifted when traversed by vehicle and especially a heavy vehicle or truck
    - Deep tracks are formed by the constant traffic on the track leading to a ridge being formed in the middle of the track upon which vehicles become elevated and are stuck and if able to move often become bogged when attempting to traverse the ridge
    - Deeper and wider tracks are formed by the movement of heavy vehicles such as trucks
- Due to the narrowness of the track there are constant issues arising during the period when trucks traverse the bypass
    - Other vehicles have no space to pass causing either the truck or other vehicle to reverse to an area bypass
        - If the vehicle is towing a trailer, boat, etc. it is extremely difficult to manoeuvre due to
            - The looseness of the sand
            - The area bypasses are not compacted and often lead to the vehicle becoming bogged when attempting to use them
            - The sides of the track are often too steep to drive or reverse over
            - The proximity of trees restricts access to the sides of the track (Refer Photos 5 – 9)
            - A truck reversing causes sand to be shifted which leads to deeper tracks and higher ridges and contributes further to the likelihood of the vehicles becoming bogged
- Bogged vehicles on the track often take some time to be removed due to:
    - Lack of personal equipment by the driver to help themselves recover their vehicle
    - Some vehicles are totally inappropriate to drive on the track and easily become bogged and so are difficult to remove from the track
    - There are no vehicles on call to help recover bogged vehicles and so often bogged vehicles have to wait until another vehicle comes along
    - Vehicles facing each other are difficult to remove
- There are many blind corners on the track where speeding vehicles are suddenly confronted by oncoming which leads to those hazards listed above

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General Observations of Tangalooma Waste Services

An inspection of the Tangalooma Resort mechanical workshop has been conducted by RMIS on a previous audit under AS4801 – OHS Management Systems (OHSMS) and the workshop was found to be of a high standard and the OHS procedures were being adhered to. On checking the OHSMS during this inspection it was identified that all the Tangalooma Waste Services Vehicles were being constantly maintained as per the manufacturer's instructions and the records of the vehicle logbooks were examined and found to be up-to-date.

As a Risk Assessment of the use of the Cowan Cowan Bypass by Tangalooma Waste Services it is an integral part of AS4801 – OHS Management Systems that the training of operators of their vehicles be examined. The OHSMS procedures were examined and the following was noted:

- A detailed Risk Register has been developed by the qualified Safety Advisor for all operations associated with Waste Management that sets out the procedures and controls that must be strictly adhered to;
- All operators are experienced & licensed truck drivers;
- All Undertake additional training under the control of an experienced driver in:
  - General Operational procedures;
  - Operation of hyab (crane);
  - Driving in loose & uncompacted sand;
  - Driving uphill and downhill in loose and uncompacted sand;
  - Recovering from a bogged situation;
  - Deflating air and reinflating vehicle tyres when appropriate;
  - Awareness of associated risks in driving along beaches and through water;
  - General Maintenance of truck;
- The Operator be in constant radio contact with Tangalooma Resort;
- General Procedures during waste operation:
  - Truck headlights are constantly on;
  - Blinker/hazard lights are constantly engaged;
  - Rotating flashing beacon on truck cab roof is constantly engaged;
  - Must give way to pedestrians at all times;
  - Truck monitoring system is constantly engaged; and
  - Truck carries appropriate tools. e.g. shovel.
  - Operator wears appropriate reflective high visibility PPE

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- If a vehicle has a flat tyre on the track it is extremely difficult to replace due to difficulty in raising the vehicle high enough to safely remove the wheel
  - If the Hino truck from Tangalooma Waste Services has a flat tyre it takes some time to replace the tyre and often blocks the track
    - The tyres weigh 112 kgs and are too heavy to be lifted by one person so a recovery vehicle with a mechanic is despatched from the Tangalooma Resort to assist in the tyre replacement and often takes an hour
    - The truck with a flat tyre can only be moved a maximum of 10 metres before the tyre is destroyed
    - Due to difficulties in passing vehicles as listed above it is compounded when a truck straddles the track

When any of the above issues arises it causes delays to any vehicle traversing the bypass. This has on occasions led to confrontation, abuse and threats against all those drivers who have become bogged especially if a barge is be met or is delaying a fisherman who is trying to catch the tide. This has occurred with the operators of the Tangalooma Waste Service and has led to stressful situations. It is regretful that when providing a community service it is the general community that is suffering.

Cowan Cowan Township Beach Access

- It must be noted that the Tangalooma Waste Service Hino truck only traverses the beach five [5] times during the week. May marginally increase during peak time.
- The time it traverses the beach is dictated by the tides.
- It is only traversed during daylight hours
- At all times it traverses the beach it is abiding by the attached authority (Attachment 1)
- As there is a risk that members of the public may be on the beach at the time the truck passes great care is taken to avoid any person, especially children. This same great care is taken on all beaches on Moreton Island, especially around the Tangalooma Wrecks where there are more persons and children than at Cowan Cowan and the risks are exponentially increased with the movement of other vehicles, especially when the Moreton barge is beached.

Conclusion

The conclusion of this Cowan Cowan Bypass Risk Assessment Report is that there is far more risk to the general community and other vehicles by the Tangalooma Waste Services Truck transiting of the Cowan Cowan Bypass then by using the less hazardous Cowan Cowan Township Beachfront. This conclusion is based upon the probability of a serious accident occurring as indicated by the number of incidents and near misses that have occurred on the bypass during the last few months, the condition of the track, blind corners and the lack of patience of speeding vehicles. With the holiday season approaching the vehicular traffic will increase immensely and therefore increase the probability of a serious accident occurring.

The strict training of the Tangalooma Waste Services operators, their operating procedures and their commitment to safety and the commitment to safety by the Tangalooma Resort management minimises the risk of an incident occurring on the open beachfront during daylight hours.

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The strict training of the Tangalooma Waste Services operators, their operating procedures and their commitment to safety and the commitment to safety by the Tangalooma Resort management minimises the risk of an incident occurring on the open beachfront during daylight hours.

This report supports the extension of the authority given under the Recreation Area Management Act 2006 permitting vehicles from Tangalooma Island Resort Pty Ltd trading as Tangalooma Waste Service to traverse the Cowan Cowan Township beachfront for a period not longer than one year at which the conclusion of one year the authority will be assessed again.

sch4p4(6) Personal information

GB Gallagher
Director
BA Dip Ed Adv. Dip OHS Dip Quality Auditing Lead Auditor Skill Examiner (Auditing)
Level 3 & 4 Traffic Controller Cert IV Workplace Assessment & Training
MRMIA MRESA

RTI DL RELEASE - NPSR

From: David McAlister [David.McAlister@brisbane.qld.gov.au]
Sent: Tuesday, 14 May 2013 1:43 PM
To: Matthews Galen
Subject: FW: Cowan beach obstruction

Importance: High

Galen

The latest fun and games.

Please call me when you get a chance

David McAlister
Collection Contracts Manager | Waste Services Branch
Field Services Group | **BRISBANE CITY COUNCIL**

Green Square | Level 2, 505 St Pauls Terrace, Fortitude Valley, 4006
Phone: 07 3027 4666 Mobile s47(3)s47(6) Personal information
Fax: 07 3334 0238
Email: david.mcalister@brisbane.qld.gov.au

Brisbane City Council - Dedicated to a better Brisbane

From: Trevor Hassard [mailto:trevorh@tangalooma.com]
Sent: Tuesday, 14 May 2013 12:41 PM
To: David McAlister; 'Brian Osborne'; 'Hanlon Chris'
Cc: Sharlane Hedges
Subject: Cowan beach obstruction
Importance: High

Hello David, Chris and Brian,

Report on behalf of Tangaferries Pty Ltd on yesterdays BCC waste services run.

I have just sat down with 2 of the waste services drivers and compiled this letter as they approached me to lodge a formal complaint.

This complaint from our drivers was regarding 3 x fisherman on the in the Cowan Beach closure. There was also another additional group of fishermen further up the beach that did the same thing when they saw the truck.

They were actively fishing and as they saw the truck coming, moved up the beach from the water line whilst keeping the lines out in the water to make it difficult for the BCC waste truck to pass.

The truck slowly approached the fishermen at 5Kph to a distance of 10m and the fishermen then stayed in their position and In order to pass the fishermen the truck moved up the beach to the soft sand where the truck became bogged.

The truck was recovered and then moved on to the second set of fishermen wherein the same situation occurred, the truck was forced up into the soft sand and again became bogged.

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As the BCC waste truck became bogged, the 1 st set of fishermen left the beach. The second set of fishermen also left after the truck became bogged.

This occurred at 13:35 within our permitted time.

Again, the BCC waste services vehicles have been obstructed from completing their duties.

As a result of this humbug, the trucks ran late and drivers incurred overtime penalties, got back after dark and were not able to complete maintenance work like cleaning and checks after the run was completed.

Regards,

Trevor Hasard

********** This message has passed through an insecure network. Please direct all enquiries to the message author.
****

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From: Hanlon Chris [Chris.Hanlon@nprsr.qld.gov.au]
Sent: Monday, 22 April 2013 9:33 AM
To: Matthews Galen
Subject: FW:
Attachments: SKMBT_C203 13041914360.pdf

Galen could you call please.

This is about to get political....

Chris

From: sharonk [mailto:sharonk@tangalooma.com]
Sent: Friday, 19 April 2013 2:46 PM
To: Hoffman Andrew; 'Sharlane Hedges'; david.mcalister@brisbane.qld.gov.au; Hanlon Chris
Cc: 'Jeff Osborne'; 'Cameron Leigh-Cooper'
Subject:

Good afternoon,

Please see the attached courtesy copy for your records.

Kind Regards
Sharon

Sharon Kriticos
Personal Assistant to the Directors
Tangalooma Island Resort
Po Box 1102
Eagle Farm, Qld 4009
Phone (07) 3637 2084
Fax (07) 3268 7152
E-mail sharonk@tangalooma.com

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From: konicares@tangalooma.com [mailto:konicares@tangalooma.com]
Sent: Friday, 19 April 2013 2:36 PM
To: sharonk@tangalooma.com
Subject: Message from KMBT_C203 SAO2EO42005020

TWDREMAIL

Tanga Ferries Pty Ltd
ACN: 152 595 278 ABN 81 152 595 278
Cnr. Kingsford Smith Drive & Harvey St.
P.O. Box 1102
EAGLE FARM QLD 4009
Phone 61 7 3637 2084
Fax 61 7 3268 7152

19th April 2013

The Manager, Waste Services
Brisbane Infrastructure
GPO Box 1434
BRISBANE QLD 4000

Dear Sir,

RE: - CONTRACT NO. M110122 – 11/12
MORETON ISLAND WASTE TRANSFER

I hereby advise that we are encountering ongoing difficulties providing this service required under the above noted contract with your Council.

The difficulties that have arisen are caused by Force Majeure events that have created the following situations:-

(a) Cyclonic and Storm surge sea conditions during January and February of this year have totally closed access from Tangalooma Resort to The Kooringal Township waste transfer station along the Eastern (surfside) beach.

(b) Cyclonic winds, wave conditions, and storm surges have pushed sand in across the South passage bar and filled the shipping channels that previously allowed access for our barge to the beach at Kooringal. The shallow water now means that there is no safe navigable channel available for access. Our barge captain now refuses to allow our barge to traverse this dangerous shallow water that suffers wave and sea conditions that could cause the loss of our barge and put our crew at risk of serious injury and possible loss of life.

(c) The only other viable access to Kooringal is via the Western beach. This access track was not fit for use by our vehicles until after the above events closed the other access routes to Kooringal. During the last 2 months, the National Park Rangers have endeavoured to open this track and make it safe to use, but to no avail.

This track remains dangerous to use due to;

(i) The Small Sandhills wind blown dunes continue to roll onto the track causing a cross slope on the track that puts our heavy vehicles at risk

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of sliding off the track and rolling over, thus putting our drivers and vehicles at serious risk.

(ii) Tree roots and obstructions exposed by wind and rain on the track continue to cause blowouts of our vehicles tyres which again makes the track unsafe to use.

Our drivers have now advised that they will refuse to traverse this track unless urgent remedial action is taken to repair this damage and make the track safe. As a Director of our Company I am also not willing to allow our staff to continue to face dangerous driving situations such as is described above.

The Cowan Cowan Bypass Road still causes serious concern to me. When weather conditions are such that hot dry winds dry out the Cowan Bypass track, our only method of travelling through the track is to reduce the vehicles tyre pressures. This action means that we are outside of the nominated manufacturer's tyre pressure range permitted for safe operation, and this is not permitted within the constraints of our Safety Management Plan for the operation of our vehicles.

The permit provided by National Parks Management which allows us limited access along the Cowan Beach now puts decisions involving our safe operations in the hands of the National Parks Manager to agree or not agree to our use of whichever is the safest route for our use on a daily basis. The permit provided is only for a 6 month period and our Waste Management contract is for a 5 year period. Under this arrangement we can not successfully employ long term staff or purchase expensive equipment when faced with the uncertainty of access requirements to match our contract duration. Simply stated we require access that our drivers and managers deem to be the safest possible route available to meet our safety plan requirements.

It has been suggested by our drivers that industrial action will shortly force us into a position whereby we will not be able to provide the waste service to Cowan & Bulwar as required by our contract unless ongoing safe access can be provided.

I am willing to meet with you to discuss the above issues to try to avoid a complete shut down of our services by Force Majeure events that are beyond our control and that may be imminent.

Yours faithfully

sch4p4(6) Personal information

Brian Osborne
DIRECTOR
TANGA FERRIES PTY LTD

RTI DL RELEASE - NPSR

From: Hanlon Chris [Chris.Hanlon@nprsr.qld.gov.au]
Sent: Wednesday, 10 April 2013 7:44 AM
To: Matthews Galen
Subject: FW: QPWS Beach Permit Aplication

Importance: High

Galen as discussed. FYI and further consideration for the Tangalooma Resort vehicles (now BCC waste vehicles) as they will be re badged to reflect the new name of BCC waste services vehicles.

Chris

From: Trevor Hassard [mailto:trevorh@tangalooma.com]
Sent: Tuesday, 9 April 2013 5:26 PM
To: Hanlon Chris; 'Brian Osborne'; Jeff Osborne
Cc: 'Sharlane Hedges'
Subject: FW: QPWS Beach Permit Aplication
Importance: High

Dear Chris,
Please accept this permit application on behalf of Brian Osborne, Director of Tangaferries Pty Ltd.
Regards,
Trevor Hassard

Chris Hanlon,
Ranger in Charge,
Moreton Island National Park.
Moreton Island.

Monday the 8th of April, 2013.

Dear Chris,

I am writing to you to apply for a continuation of our existing QPWS permit to traverse the Cowan beach in our Brisbane City Council Waste contract vehicles for the duration of our Waste services contract whilst it is valid, or until its expiry on the 19th of August, 2017.

As you are aware, at times the Cowan Beach bypass track is not safe to use for heavy vehicles and it is vital for all of the waste services vehicles currently listed on our exemption to be able to continue to use the Cowan Beach when it is necessary, to complete the essential service of refuse removal around the island.

The Waste services trucks are also being rebadged as BCC waste services vehicles by the authority of the BCC and as such will no longer be identified as Tangalooma Vehicles as they are not, they are contracted BCC waste services vehicles.

Please do not hesitate to contact me at any time to discuss this application.

Regards,

RTI DL RELEASE - NPSR

Brian Osborne
Director
Tangaferries Pty Ltd

TWDREMAIL

RTI DL RELEASE - NPSR

From: Hanlon Chris [Chris.Hanlon@nprsr.qld.gov.au]
Sent: Friday, 21 December 2012 7:02 AM
To: Matthews Galen
Subject: RE: Cowan Cowan Beach Access Permit

Galen agreed with the 3 month period.

However the letter of authority already runs from 14 October 2012 until 14 January 2013 anyway so we don't need to change anything at this stage until nearing the 14th of January 2013.

We had better check the letters? My copy I have here under Andrew Hoffman's hand runs out on 14 January 2013.

Is your copy the same as your dates are different.

Chris

Regards,

Chris Hanlon | Ranger In Charge | Moreton Island National Park |
Queensland Parks and Wildlife Service
National Parks, Recreation Sport and Racing

T (07) 3408 3928 **| F** (07) 3408 2555 **| M** sch4p4(6) Personal information

chris.hanlon@derm.qld.gov.au

Moreton Island National Park

via Tangalooma Resort Qld 4025.

RTI DL RELEASE - NPSR

From: Matthews Galen
Sent: Thursday, 20 December 2012 4:42 PM
To: Hanlon Chris
Cc: Hoseck Steve; Allan Rob
Subject: RE: Cowan Cowan Beach Access Permit

Chris,

Take a look at the attached. I have made the amendments we require immediately to ensure the new drivers and additional truck are covered. It would be good if Tangalooma could provide the rego of the new truck.

At this stage I haven't extended the date on the authority as this is only to get us through the Christmas break and New Year covering the changes to Tangalooma's operation. I am not in support of Brian's request to run this out for the length of the contract.

Rob / Steve,

I am thinking we might as well reissue this authority with a 3 month extension now when we do these amendments. This matter has now gone to the Minister and I'm sure we will be hearing more. Considering some of the issues that have been raised in the risk assessment undertaken by Risk Management International Services I don't think we can be direction the trucks back into the by-pass too soon even if we do get some rain.

Your thoughts please. If all ok I'll get Steve to sign off on this with a three month extension tomorrow.

Cheers

Galen Matthews
Senior Ranger I Northern Bay Islands I Moreton Bay
Queensland Parks and Wildlife Service
T (07) 3131 2852 M sch 4(6) Personal information **F (07) 3131 2890**
galen.matthews@nprsr.qld.gov.au

Department of National Parks, Recreation, Sport and Racing
34 Trafalgar Street, Manly QLD 4179
PO Box 5178 Manly QLD 4179

From: Hanlon Chris
Sent: Wednesday, 19 December 2012 3:45 PM
To: Matthews Galen
Cc: Hoseck Steve; Allan Rob
Subject: FW: Cowan Cowan Beach Access Permit

Gents as per Brian Osbourne's email request.

The waste contract is for 5 years and not 10 years as Brian suggests in his email.

Also I believe the waste trucks can negotiate around the green coloured QPWS signs in-situ at each end of the Cowan BSZ closure anyway, also preventing more work for Rangers in moving them.

The written authority stipulates that access is granted during low tide anyway so negotiation around the timber QPWS sign can be done safely anyway I believe.

Brian has requested that he has access through the BSZ for the duration of the 5 year waste contract and not on a **limited** basis as I read it.

I have no problems with Brian's request due to safety requirements and the current condition of the by-pass road and endorse his current request and I do realise that if sufficient rainfall is forthcoming then the by-pass road will be trafficable to all users but will. be problematic yet again when the road dries out.

Your thoughts???

I have my own opinion on the matter if you want to discuss.

The Cowan by-pass road is currently extremely dry and powdery and a lot of vehicles on a daily basis are getting bogged along this section of road causing hold ups and significant delays.

Chris

RTI DL RELEASE - NPSR

Regards,

Chris Hanlon | Ranger In Charge | Moreton Island National Park |
Queensland Parks and Wildlife Service
National Parks, Recreation Sport and Racing

T (07) 3408 3928 **| F** (07) 3408 2555 **| M** s6 4p4(6) Personal information

chris.hanlon@derm.qld.gov.au

Moreton Island National Park

via Tangalooma Resort Qld 4025.

RTI DL RELEASE - NPSR

From: Brian Osborne [mailto:briano@tangalooma.com]
Sent: Wednesday, 19 December 2012 3:15 PM
To: Hanlon Chris
Cc: trevorh@tangalooma.com
Subject: Cowan Cowan Beach Access Permit

Chris Hanlon,
Senior Ranger
Moreton Island National Park,
Moreton Island,
Queensland, 4025.

Wednesday, December 19, 2012

Dear Chris,

Our Cowan Beach permit expires on the 14th of January, 2013 and I am writing to you in regards to the continuance of our permit to traverse the Cowan Cowan beach closure that was granted under QPWS authority, provided for under the Recreation Areas Management Act 2006, on the 14th of October, 2012, by Mr Andrew Hoffman, operations Manager, Moreton Bay Region, QPWS.

As you are aware, Tanga Ferries Pty Ltd has had the Cowan Bypass road investigated by a professional and traffic qualified risk assessment contractor, and that report has been supplied to QPWS for your information and records.

The safety assessment clearly indicates that the Cowan Bypass road is a high safety risk road and to minimise those risks, it should only be used when no alternative access is available and then only with extreme caution.

The report clearly demonstrates that access along the Cowan Beach is a far safer option for both our Brisbane City Council Waste Service Truck, and also for the other 4 Wheel Drive vehicles using the Cowan Bypass road.

The safe use of the Cowan Bypass road for standard 4 Wheel Drive vehicles is seriously compromised when heavy vehicles disturb the tyre tracks left by standard 4 Wheel Drive vehicles.

Tanga Ferries has a duty of care under the provisions of the Work Health & Safety Act for our drivers and other road users to minimise risk as best as possible at all times. Continued use of the Cowan Bypass Road by our heavy vehicles compromises the safety regulation. Failure to meet the safety requirements of the Act rightfully carries severe penalties and consequences.

We are required to carry out our service to the whole Island safely for all Island users, campers, four wheel drivers, landholders and guests alike.
I therefore now apply for a permit to be provided to cover the 10 year term of our Waste Contract to allow our heavy vehicles to traverse the Cowan Beach closure as and when required to carry out their duties, and to meet our statutory safety requirements.

As reported to date, our drivers have had confrontations with bogged drivers, trees falling on our trucks, local residents harassing our drivers whilst they are carrying out our waste contract services, vehicles refusing to pull off the track so that our waste vehicles can pass, and low trees causing damage to the BCC bins.

An email received from Sergeant Aaron Firth dated yesterday's date confirms the current dangerous state of the Cowan Bypass road.

I also respectfully request that the QPWS green signs that block our waste services vehicle access to the Cowan beach be moved to allow safe access to this area for our vehicles.

Would you please forward this application on to the appropriate person in your department on behalf of Tanga Ferries Pty Ltd, so that an access permit can be issued to us as required.

Please do not hesitate to contact me at any time for any further information that you require on 3637 2084 or sch4p4(6) Personal information

Regards,

Brian Osborne
Director
Tanga Ferries Pty Ltd.

TWDREMAIL

RTI DL RELEASE - NPSR

From: Hanlon Chris [Chris.Hanlon@nprsr.qld.gov.au]
Sent: Thursday, 20 December 2012 3:51 PM
To: Matthews Galen
Subject: FW: BCC and QPWS Waste Collection Drivers

Importance: High
Follow Up Flag: Follow up
Due By: Friday, 21 December 2012 12:00 AM
Flag Status: Completed

Galen as requested.

In the proposed new written authority add the following drivers;

Scot Cambell and Kai Jensen.

Put in Graham Dew, Isaac Gregory, Norm Burnham, Normie Wilson and Trevor Hassard (like the previous authority) and omit Richard Twine from the authority all together

In condition **(D)** massage the wording to say and after the words maintenance, something like **not just for the driver's convenience**

Also in condition **(G)** add in the words at **low to mid tide is preferable** - or words to that effect or something similar.

I think that's about all that would cover off on the conditions.

Chris

RTI DL RELEASE - NPSR

Regards,

Chris Hanlon | Ranger In Charge | Moreton Island National Park |
Queensland Parks and Wildlife Service
National Parks, Recreation Sport and Racing

T (07) 3408 3928 **| F** (07) 3408 2555 **| Mb** s6 4p4(6) Personal information

chris.hanlon@derm.qld.gov.au

Moreton Island National Park

via Tangalooma Resort Qld 4025.

From: Trevor Hassard [mailto:trevorh@tangalooma.com]
Sent: Thursday, 20 December 2012 6:46 AM

To: Hanlon Chris; 'chris hanlon'; 'Sharlane Hedges'
Cc: briano@tangalooma.com; jeffo@tangaloom.com; 'Normie Wilson'
Subject: BCC and QPWS Waste Collection Drivers
Importance: High

Morning Chris and Sharlane,

The updated list for Drivers of the BCC and QPWS waste services vehicles permits , are;

Main Drivers,
Scot Campbell
Kai Jensen

Back up drivers, particularly in peek times,
Graeme Dew
Isaac Gregory
Norm Burnham
Normie Wilson
Trevor Hassard

HINO 2 our second BCC and QPWS waste services truck will be on the Island on Friday, this plant has a tip tray as well so it is more versatile in the case that waste needs to be transported in a tray that can secured and be tipped. (Chris, we can transport Bark for you if you need it).

This plant will also need to be listed on the Cowan Beach Permit. Normie will notify you of its registration as soon as he is able.

The truck will be fitted with all of the requirements of our Contract and the Cowan Beach Closure Permit.

Please let me know if you need any further information.

Regards,

Trevor

TWDREMAIL

RTI DL RELEASE - NPSR

Risk Register

RISK ASSESSMENT

Work Unit: Limited use of Cowan Beach Safety Closure by waste removalists Approved by: Date:

Risk Description	Date	Risk Owner	Existing Controls	Risk Level	Risk Treatments	Risk Level after Treatment	Comments
Death or injury from collision between pedestrians and waste transport vehicles	14-Oct-12	QPWS	N/A - option under consideration	Possible / Major - HIGH	Special conditions apply under the written authority - i.e. (speed restrictions 20kph, hazard lights, flashing beacon, headlights on & give way to all pedestrians)	Unlikely / Major - MEDIUM	Monitor the limited use of the Cowan BSZ closely. Use Cowan BSZ only in extreme dry or wet weather conditions which would cause less damage and maintenance to the Cowan by-pass road.
Collision between waste transport vehicle & Cowan resident vehicles using boat ramp	14-Oct-12	QPWS	n/a - option under consideration	Possible / Moderate - MEDIUM	Special conditions apply under the written authority - i.e. Speed restrictions (20klms, hazard lights, flashing beacon, headlights on & give way to all vehicles)	Unlikely / Moderate - MEDIUM	
Death or injury of domestic animals if struck by waste transport vehicle	14-Oct-12	QPWS	n/a - option under consideration	Possible / Minor - MEDIUM	Speed restrictions in place, controlled dogs on a lease as per QPWS policy & notify Residents to raise awareness	Unlikely / Minor - LOW	
Damage to Cowan beach closure flotation devices and anchor points	14-Oct-12	QPWS	n/a - option under consideration	Unlikely / Minor - LOW	Driver awareness & vigilance and only drive between orange flotation devices at low tide	Rare / Minor - LOW	
Potential hazard risk in negotiating steel reinforcement from WW2 fortifications on Cowan beach	14-Oct-12	QPWS	n/a - option under consideration	Rare / Minor - LOW	As per the special written conditions - i.e. traverse only at low tide, advise QPWS of exposed hazards from WW2 fortifications	Rare / Minor - LOW	
Potenial hazard risk and damage to waste transport vehicle tyres when negotiating vessel anchors when driving through Cowan BSZ during low tide	14-Oct-12	QPWS	n/a - option under consideration	Rare / Minor - LOW	Waste transport driver diligence when traversing the Cowan BSZ	Rare / Minor - LOW	

RTI DL RELEASE - NFSR

Footnotes

1 - http://insite2.dnr.qld.gov.au/strategic_policy/risk_management/pdf/risk_management_summary.pdf has guidance on how to analyse and evaluate risks.

O:\13-051 - 13-100\13-056 - Cowan Cowan Residents Association\Documents\Master\cowan bsz risk_a

DERM Risk Analysis Matrix

	CONSEQUENCES				
LIKELIHOOD	**Insignificant**	**Minor**	**Moderate**	**Major**	**Catastrophic**
Almost Certain	**Medium (11)**	**Medium (16)**	**High (20)**	**Extreme (23)**	**Extreme (25)**
Likely	**Low (7)**	**Medium (12)**	**High (17)**	**High (21)**	**Extreme (24)**
Possible	**Low (4)**	**Medium (8)**	**Medium (13)**	**High (18)**	**High (22)**
Unlikely	**Low (2)**	**Low (5)**	**Medium (9)**	**Medium (14)**	**High (19)**
Rare	**Low (1)**	**Low (3)**	**Low (6)**	**Medium (10)**	**Medium (15)**

Notes:

1 The numbering in brackets determines the priority order for addressing risks. Highest numbers are to be evaluated and decisions made on treatment/s before evaluating lower numbers. For example a High (22) risk is evaluated before a High (17).

2 <Insert hyperlink to DERM Risk Management Policy and Procedure>

RTI DL RELEASE - NPSR

Minister for National Parks, Recreation, Sport, and Racing
Ministerial Correspondence Action Sheet

QUEENSLAND GOVERNMENT

Review By:	Action Required:	Action By:
☐ Minister ☑ Chief of Staff ☐ Policy Advisor ☐ Sport / Racing ☐ National Parks ☐ Media Advisor ☐ Office Manager ☐ Backbench Liaison ☐ Administration ☐ Other:	☐ Briefing Note GS 09424/13 ☑ Reply from Minister ☐ Reply from Department Officer ☐ Reply from Chief of Staff ☐ Reply from Advisor ❖ Sport / Racing / National Parks / Media ☐ Media Opportunities ☐ Dot Point Response for Backbench Liaison ☐ Reply from Office Manager / Administration ☐ For Information ☐ No Response Required / File ☐ Other:	☐ Ministerial Office ☑ Department **Timeframe:** ☐ 3 Days ☑ 5 Days or less ☐ 10 Days + 30 APR 2013 DLG QPWS.

Copy to:

Comments:

Pls draft a response for the ministers signature.
Letter to Brian
cc Barron River
& David James

RTI DL RELEASE - NPSR

Name: Tim Signature: sch4p4(6) Personal information Date: 30/4

Lowe Trinity

From: Johanna DeWinter <Johanna.DeWinter@ministerial.qld.gov.au>
Sent: Tuesday, 30 April 2013 9:44 AM
To: Klaassen Ben
Cc: Lowe Trinity
Subject: FW: Tangalooma Resort
Attachments: 20130429182525575.pdf

Ben

Please see the attached letter from Brian Osborne from the Tangalooma Resort on Moreton Island.

Can you please let me know if you are aware of the proposed $25/35K solution to provide better access through the western access route to Kooringal? I must say that I was surprised to receive the letter after we recently went to Moreton on an inspection and passed the waste truck on its way back from Kooringal.

Trin - can you register this letter in the system please, department to draft response <5 days.

Thank you Johanna

Johanna de Winter
Chief of Staff
Office of the Hon. Steve Dickson MP | Minister for National Parks, Recreation, Sport and Racing
Phone: 07 3224 7081 | Fax: 07 3210 2190 | Mobile: sch4p4(6) Personal information
Level 7, 111 George Street | Brisbane | QLD 4000
GPO Box 15187 | City East | QLD 4001
Great State. Great Opportunity.

RTI DL RELEASE - NPSR

From: Barron River Electorate Office [mailto:Barron.River@parliament.qld.gov.au]
Sent: Monday, 29 April 2013 4:35 PM
To: Johanna DeWinter
Cc: Samantha Hawthorne
Subject: Tangalooma Resort

Hi Johanna

The Member has teted that he has spoken to the Minister about this. David James, a Director (I have cut and paste his email below), would like to meet with yourself at your earliest convenience to discuss this issue.

Thank you.

Kind regards

Suzy Grinter
Electorate Officer

BARRON RIVER ELECTORATE OFFICE
Unit 7, Stanton Place, Captain Cook Highway, Smithfield Qld 4878
PO Box 1014, Smithfield Qld 4878
Ph: 07 4038 2800 Fax: 07 4038 2801
mailto: barron.river@parliament.qld.gov.au
Hours of Operation: 8.30am – 4.30pm

From: sharonk [mailto:sharonk@tangalooma.com]
> Sent: Friday, 26 April 2013 2:10 PM
> To: Barron River Electorate Office
> Subject:
>
> Dear Michael,
>
> Following our telephone discussions yesterday, please find enclosed, a letter that I would like delivered to the Honourable Minister Steven Dixon.
>
> I have tried on several occasions to contact our local member, Mr Scott Driscoll to no avail and therefore now ask you to advise me of the best way to arrange an urgent meeting with Minister Dixon at his earliest convenience.
>
> Thank you for your assistance in this matter.
>
> Regards
> David
>
>
> David James | Director | Tangalooma Island Resort
> P: +61 7 3637 2130 | M: s.4p4(6) Personal information
> E: davidj@tangalooma.com<mailto:davidj@tangalooma.com> | www.tangalooma.com<http://www.tangalooma.com>
> A: Cnr Kingsford Smith Drive & Harvey Street North, Eagle Farm QLD 4009
>

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RTI DU RELEASE - NPSR

TANGALOOMA
Island Resort

TANGALOOMA PTY. LTD
Cnr. Kingsford Smith Drive & Harvey Street
PO Box 1102, Eagle Farm, Qld. 4009 Australia
A B N 30 010 997 707

	PHONE	FAX
Mainland Office	61 7 3637 2000	61 7 3268 6299
Moreton Island Resort	61 7 3410 6000	61 7 3408 2232

26th April 2013

The Honourable Steven Dixon
Minister for National Parks, Recreation, Sport and Racing
Level 7
111 George Street
BRISBANE QLD 4000

Dear Minister,

Re: - Access difficulties on Moreton Island

There are two serious ongoing access problems that are creating continuing concerns for Tangalooma Resort on Moreton Island.

1. Ongoing safe and reliable access to the village of Kooringal which is located on the Southern end of the Island for our Waste Management Vehicles.

2. Access along the Cowan Cowan beach reserve for our Waste Management Vehicles and for our Resort Tourist Buses.

RTI DU RELEASE - NPSR

ITEM 1 (KOORINGAL ACCESS)

The regular access to Kooringal from Tangalooma via the Eastern or Surf Beach was closed in January this year due to cyclonic conditions that seriously eroded the beach to a point whereby it is not able to be used for access. Our 35 years of experience on Moreton Island tells us that with the right wind and weather conditions this beach could rebuild naturally within 2 to 3 months. However, if we suffer further heavy sea conditions from the South East (caused by large seas in the Southern Ocean and Pacific Ocean around the New Zealand region) then this access can remain closed indefinitely.

Because we were aware that we were always at risk of loosing the Eastern Beach access, we included a backup plan for Kooringal rubbish collection by way of sending our barge to Kooringal to gather the weekly waste service. Unfortunately the weather event last January was sufficiently severe that the sea conditions have

Release

pushed sand across the South passage bar and filled up the only navigable channel that was available for our barge access to the beach at Kooringal.

Once these two access possibilities were lost we immediately held discussions with your Moreton Island Head Ranger with a view of reopening the track down the Western Beach from Tangalooma to Kooringal. This track was barely useable for access by standard landcruiser type vehicles at that time, and not possible for access by our heavy Waste Management vehicles.

Your Island staff have been extremely helpful within their budgetary constraints by working on this track as best as possible, and have now achieved access to a point whereby we have (with difficulty) been able to carry on with the essential service of waste collection from Kooringal.

This track is in a fragile state and is only being kept open by ongoing extreme effort by your Island staff. It does however pose serious difficulties for our drivers who have now advised that they can not continue to use the track with a reasonable level of safety and they have advised that they can not continue this essential service via this track unless some more intense work is carried out on the track. It is a complex problem whereby our drivers can only get through the track by deflating their tyres to get through the soft sand sections and then reinflating them to get across the heavily tree rooted sections. This action means operating these 20 ton vehicles well outside of the vehicle and tyre manufacturers safety guidelines, and puts us in breach of our own Safety Management Plan regulations. Unfortunately I cannot continue to allow this ongoing risk to continue.

I believe that this track must be made safe for the future and not just for this current difficult time as the Eastern Beach can be made untrafficable overnight when adverse sea conditions arise.

Tangalooma Resort has been operating large tourist busses and heavy vehicles around Moreton Island under my ownership for 34 years now. During the period prior to the establishment of the National Park, Tangalooma Resort carried out all road maintenance to keep the Island tracks open and we have substantially more expertise than any other parties in this area.

There is a solution that would cost somewhere in the range of $25,000- to $30,000- to make the Western track useable subject to tides. Island residents and Tangalooma Resort have no difficulty dealing with access being subject to tides. We all carry tide books in our vehicles and consider tidal access to be acceptable and normal for our Island.

Tangalooma Resort would be willing to assist with the work suggested above by way of transport and accommodation for workers as we have always done with past work teams from the mainland.

RTI DL RELEASE - IPSR

Release

I believe that the upgrade that I am suggesting could be completed within 2 to 3 weeks if the OK was given to the Parks Manager.

I also believe that this upgrade would satisfy the access requirements for the Kooringal residents who are currently seriously concerned about emergency access when it is needed.

ITEM 2 (COWAN COWAN BEACH ACCESS)

Two year ago Tangalooma Resort made a commercial decision to cease all of our regular safari coach tours to the North end of the Island.

This decision was made because of the unserviceable condition of the Cowan Cowan bypass track. We cannot advertise these tours and then not carry them out because of track conditions without causing much dissatisfaction for our Resort Guests. This is a most unsatisfactory situation for our more than 150,000 Resort Guests that visit each year as the North end of the Island is by far, the most desirable part of Moreton Island. Our Northern Safari trips always included a much enjoyed stop at the Cowan Cowan gun emplacement as part of their trip.

After suffering more than 10 years of blowfly and maggot infestations around Moreton Island, and more concerningly around our commercial Kitchens, Restaurants and Beach Dining area we made a decision to tender for the Island Waste Collection Service as we saw this as the only way that we could rid the Island and the Resort of the curse of the blowflies. We succeeded in taking over the Waste Collection Contract even though it is not our line of business and we had no desire to be in the business except for the blow fly infestations. Along with all of the Island community residents we have just completed our first summer without the blowflies, and what a pleasure it was for all concerned.

We now have the problem of the Cowan Cowan Bypass track conditions that are destroying our essential service waste management trucks to a point where we are having extreme difficulty continuing our servicing of the township of Bulwar and the Comboyuro Point Campground at the North end of the Island. We also face the same problem as we do on the Kooringal track whereby we have to deflate our tyres well below the manufacturers recommended tyre pressures permitted.

The Cowan Cowan beach should, as a minimum be opened to access for all essential service and heavy vehicles such as safari coaches to allow them the choice of using the beach access when tidal conditions allow it. This approval would cause two occurrences.

(a) It would keep most of the heavy vehicles off the bypass track thus making it much easier to maintain, as most damage to the track is caused by the variety of vehicle track widths and tyre sizes necessarily fitted to heavy vehicles.

RTI DL RELEASE - IPSR

(b) It would minimise the vehicle damage and safety risks outlined above, to our heavy vehicles so that we can continue to provide these services.

There would be no extra cost and indeed a large saving by way of track maintenance if my above suggestions were to be permitted.
Your Governments exciting new policy of providing whatever assistance possible to assist Tourism Programs would be enhanced significantly. The Queensland Government's recognition of Tourism as one of the four pillars of the Queensland Economy shows the commitment that our Premier has given towards Tourism in our state, and gives us great confidence to expand our Tourism program accordingly.

While Tangalooma Resort does not require Cowan Cowan beach access for regular 4WD vehicles, we do sympathise with the Bulwar residents that have to continually suffer the Cowan Cowan bypass track as it is their only access to emergency services located at Tangalooma and for access to the mainland barge service from the Tangalooma Wrecks.

Tangalooma Resort has evidence cameras installed on our Waste Collection Vehicles and we have provided a great deal of evidence to the Brisbane City Council on many occasions showing that the least used beach section on the Northern run is by far the Cowan Cowan private beach area. This proof dispels any possible safety argument that the Cowan Cowan residents continue to use.

I personally believe that the beach should be open to all users. As it is a tidal beach and vehicle access is only available from low tide to around the 1.2 metre tide level, Cowan residents would always have between 4 to 8 hours every day to use the beach without the annoying vehicle traffic that they so vehemently oppose.

Having watched with interest your role as Minister, I understand just how heavy your workload is. I am available at any time to meet with you if you wish to discuss the above matters further or if you require any assistance to finalise the above. Please feel free to contact myself or one of my fellow Directors David James at any time.

Kind Regards

sch4p4(6) Personal information

Brian Osborne
DIRECTOR
TANGALOOMA ISLAND RESORT PTY LTD

RTI DL RELEASE - NPSR

CTS 10847/13

BRISBANE CITY

Dedicated to a better Brisbane

Cr. David McLachlan

Chairman Field Services Committee

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2 May 2013

Mr Ben Klaassen
Deputy Director-General
Department of National Parks, Recreation, Sport and Racing
PO Box 15187
CITY EAST QLD 4002

RECEIVED QPWS
13 MAY 2013
DEPUTY DG

Dear Deputy Director-General Klaassen

I am writing with regard to issues associated with the delivery of waste services on Moreton Island.

As you are no doubt aware, on the 19 August 2012, Brisbane City Council (Council) and the Department of National Parks, Recreation, Sport and Racing (the Department) entered into five year contracts with Tanga Ferries Pty Ltd (Tanga) for the management and transport of waste on Moreton Island. Both contracts are overseen by Council's Waste Services Branch.

Under these contracts, Tanga has the responsibility to collect and transport to the mainland waste from the following five locations, Bulwer, Kooringal, Cowan Cowan, 'The Wrecks' and Comboyuro. All five of these sites are serviced weekly and twice weekly during peak holiday periods. As an essential service, waste management is legislated under the EP Act 1994, which states waste collection must be performed a minimum of weekly.

Since commencement of the contract the levels of service have been exceptional with all sites looking significantly better than with previous contracts. There has been improved insect control (flies), better liaison with residents and the service has been extremely punctual and efficient.

Due to the nature of the island, service access can unfortunately be disrupted by external factors, such as rain events, fires and droughts as well as high traffic volumes, ferry access and shifting sands. Access to the townships and waste collection points is continuously challenging and vital.

As Moreton Island is a natural reserve, Council does not have control over access via beaches, tracks etc. outside of the townships, hence there is a reliance on the Department to ensure land tracks are available and if for any of the above reasons grant the contractor access to beaches when land tracks are inaccessible.

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Release

Council notes and appreciates the permit supplied to Tanga for the use of the Cowan Cowan beach (under conditions), however we feel the limited time scope of these permits (6 months) do place a strain on the long term sustainability of Tanga to perform the contract for both Council and the Department.

Since Tanga commenced the contract, they have dealt with droughts, fires and most significantly, the effects of Cyclone Oswald which created a number of strategic obstacles including:

a) an inability to traverse the eastern beach to Kooringal township
b) a movement of sandbars creating sea access issues into Kooringal, and
c) an escalation of traffic on western side of the island to Kooringal.

Since the eastern beach became inaccessible the western track has had to be used. This track has proved quite dangerous particularly for larger vehicles, with both brand new vehicles requiring replacement of suspension components, as well as sustaining numerous punctures.

Under the force majeure clause in the contract, it is highly possible that unless access issues are resolved as a matter of urgency, the contractor may reluctantly be forced to cease services due to the safety concerns for their drivers.

Given the limited pool of potential contractors, the excellent performance to date and the impact to residents a cessation of services would cause, this is a most undesirable option.

It is to this respect that I ask that Tanga be granted, as a representative of the Department and Council in the delivery of these services, a beach permit for Cowan Cowan for the remaining term of the contract under the conditions already specified and that strong consideration be given to more significant works being undertaken on the Kooringal track around the sand hills to make the track safer.

Should you wish to discuss this matter further, please contact Arron Lee, Manager Waste Services directly to arron.lee@brisbane.qld.gov.au or 3027 4664.

Yours sincerely,

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David McLachlan
Chairman
Field Services Committee
Brisbane City Council

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Cr. David McLachlan

Chairman Field Services Committee

Dedicated to a better Brisbane

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12 July 2013

BK 18/7 Noted - no further response. Rob Allen to continue discussions with BCC officers

Mr Ben Klaasson
Deputy Director General
Department of National Parks, Recreation, Sport and Racing
Queensland Government
GPO Box 2454
BRISBANE QLD 4001

Dear Mr Klaassen

Thank you for your letter of 12 June 2013 regarding Tanga Ferries Pty Ltd's authority to operate waste collection trucks in the Cowan Cowan beach closure area on Moreton Island and the proposed works to the western beach to Kooringal.

Brisbane City Council (Council) acknowledges and understands your position, as presented in correspondence, and appreciates the challenges of dealing with the ever-shifting environment on Moreton Island.

Council's Waste Services Collection Contracts Manager, Mr David McAlister, will continue to work closely with Mr Galen Matthews, Senior Ranger, Northern Bay Islands, and Tanga Ferries Pty Ltd to look for solutions to the ongoing waste servicing issues on Moreton Island.

Yours sincerely

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Councillor David McLachlan
Chairman
Field Services Committee
Brisbane City Council

Ref: CO19490-2013

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