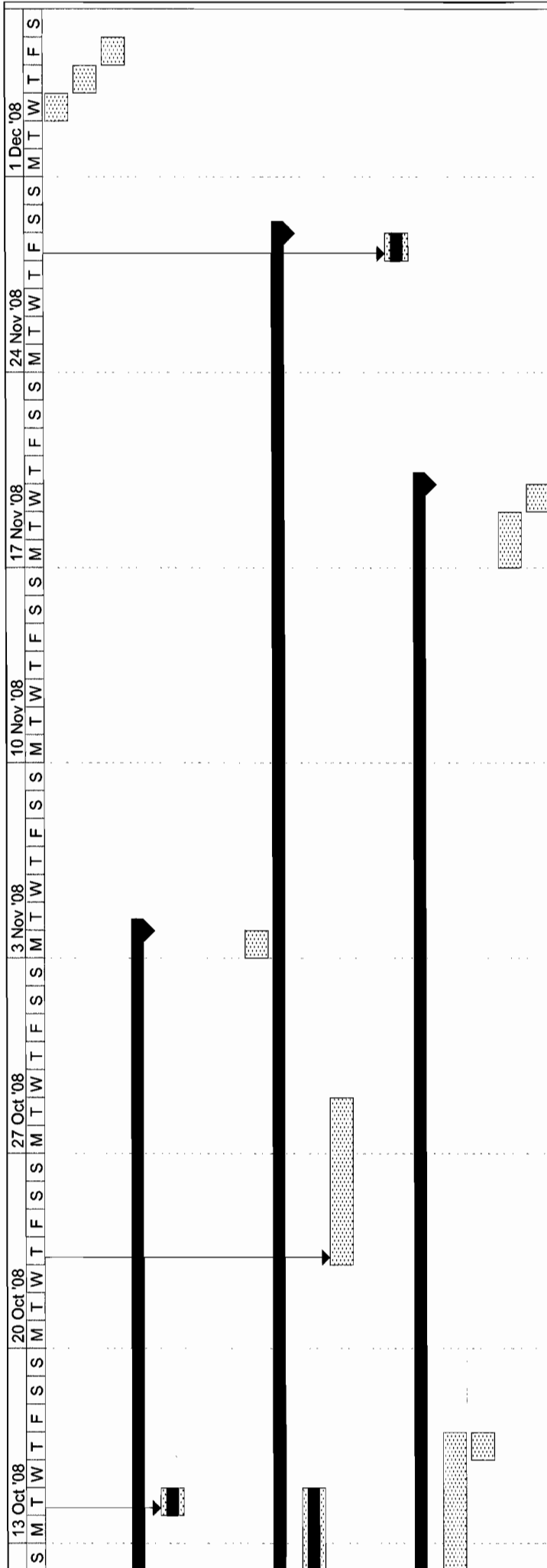


Project: Project1
Date: Tue 29/09/09

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	



Project: Project1
Date: Tue 29/09/09

Task: Dotted pattern bar
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Progress: Solid black bar

Milestone: Diamond symbol
Summary: Arrow symbol
Project Summary: Thick black bar

External Tasks: Dotted pattern bar
External Milestone: Diamond symbol
Deadline: Arrow symbol

Watson, Jessica

From: Niblett, Kate
Sent: Friday, 31 October 2008 1:53 PM
To: Lynne Dixon; Lawrence, Ian; Schwenke, Trevor; Leeson, Helen; Pakee Bala
Subject: Fluoridation training report W/E 31/10/08
Attachments: Fluoridation training report Week ending 31_10_08.doc; Fluoridation phase 1 01_10_08.mpp

FYI

Regards
kate

Kate Niblett
PH: (07) 4120 2490
Mobile: 0417 799 945

Fluoridation training report Week ending 31/10/08

This week's activity:

1. Meeting Qld Water/Training reference group to validate content and moderate assessment.
2. Meeting Skillstech to re-assess lesson plan, confirm resource list and deal with logistical issues. Statement of attendance /attainment issue discussed and agreed.
3. Meeting SEQWater :
 - a. lesson plan agreed
 - b. resources agreed
 - c. content and assessment updates
 - d. maintenance worker training agreed
4. Teleconference M McGaw
 - a. Safety training agreed
 - b. Safety test agreed
 - c. Risk planning training agreed
5. Content editing commenced
 - a. Additional content pages written
 - b. Code of practice / regulations require re-work

Outstanding:

The following activities are outstanding:

1. MOU has not been signed. Had further discussion with Ian Lawrence. Awaiting finalisation.
2. Final sign – off on assessment tools. Discussed with R. Stevenson and B Myatt. Should occur 03/11/08
3. Student workbook. Awaiting final P/Point from Skillstech. Discussed with B. Grote. Should be available 05/11/08. Will then commence final edit and distribution.
4. Confirmation of student numbers. Discussed with B Myatt. Will follow up again 03/11/08
5. On-site observation names to be finalised. Discussed with B May . Will follow up 03/11/08
6. Notification of Tennix students. Late contact with Michal Yeo. Still do not have confirmation of numbers/names.
7. The acceptance of the quote for training is now outstanding. This will need speedy resolution to enable enrolment to take place next week
8. The signing of the MOU is still outstanding. Advised by Ian Lawrence that this will be addressed when Steve Ghost is available.

Issues.

- Changes to regulations and code of practice advised 30/10/08 will require re-work of on-line content. This will not be critical but may push the finalisation of on-line content back 1 – 2 days
- Teacher availability over holiday period. This is not an optimal position but can be managed if the equipment roll out stays on track. However there is

evident risk if the equipment roll out is delayed for any reason. Will discuss mitigation strategies with Faculty Manager and put a risk plan in place.










- Unavailability of final regulations / code of practice. This is a high risk but low impact. A decision reached with stakeholders is to run with the version we have and do re-work once the approved version is available.

ID	Task Name	Duration	Start	Finish	6 Oct '08												
					T	W	T	F	S	S	M	T	W	T	F	S	
31	Print and include with pack for instructors	3 days?	Thu 6/11/08	Mon 10/11/08													
32	Enrolment and Resulting	28 days?	Wed 1/10/08	Fri 7/11/08													
33	Talk to Krys Lakin	1 day?	Thu 2/10/08	Thu 2/10/08													
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37	Send out student forms	1 day?	Fri 24/10/08	Fri 24/10/08													
38	Receipt and Enrol	9 days?	Fri 24/10/08	Wed 5/11/08													
39	Discuss resulting with TR /GC	1 day?	Fri 7/11/08	Fri 7/11/08													
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41	Develop Welcome letter	1 day?	Wed 1/10/08	Wed 1/10/08													
42	Arrange Logon with EDU	31 days?	Fri 3/10/08	Fri 14/11/08													
43	F2F Induction as part of lesson plan	1 day?	Mon 17/11/08	Mon 17/11/08													
44	Meet with WBW to confirm assessment process	1 day?	Thu 30/10/08	Thu 30/10/08													
45	Student packs sent out	4 days?	Mon 10/11/08	Thu 13/11/08													
46	F2F Delivery	48 days?	Wed 1/10/08	Fri 5/12/08													
47	Lesson Plan	1 day?	Mon 13/10/08	Mon 13/10/08													
48	Classrooms	1 day?	Mon 13/10/08	Mon 13/10/08													
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55	Deliver West Bank	2 days?	Wed 19/11/08	Thu 20/11/08													
56	Deliver Molendinar	2 days?	Mon 24/11/08	Tue 25/11/08													
57	Deliver West Bank	2 days?	Wed 26/11/08	Thu 27/11/08													
58	Deliver remaining site	2 days?	Mon 1/12/08	Tue 2/12/08													
59	Observation landers shute	1 day?	Wed 1/10/08	Wed 1/10/08													
60	Observation North Pine	1 day?	Tue 2/12/08	Tue 2/12/08													

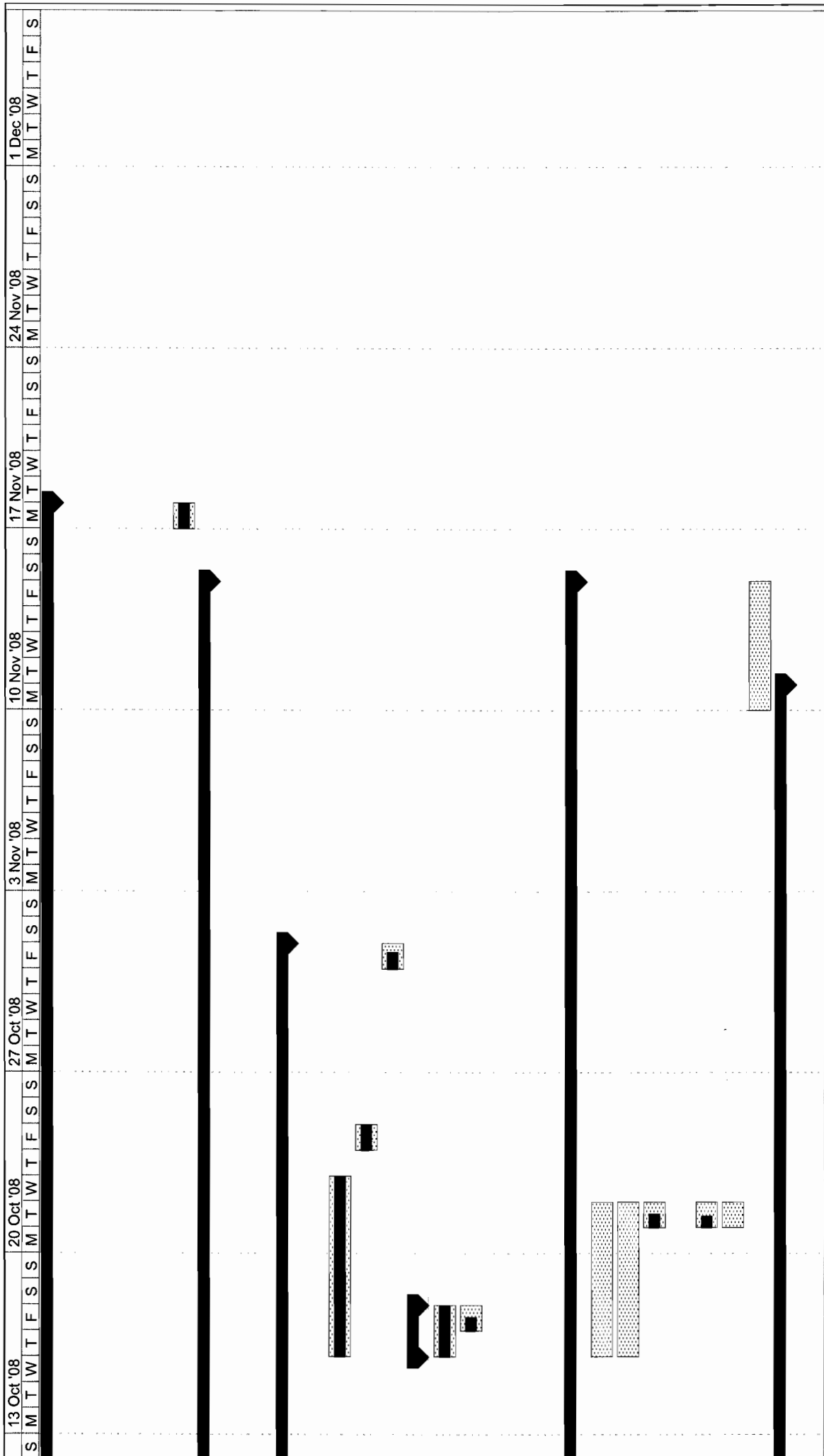
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 External Milestone
 Deadline

Project: Project1
Date: Tue 29/09/09

ID	Task Name	Duration	Start	Finish	6 Oct '08											
					T	W	T	F	S	S	M	T	W	T	F	S
61	Observation Holts Hill	1 day?	Wed 3/12/08	Wed 3/12/08												
62	Observation Molindinar	1 day?	Thu 4/12/08	Thu 4/12/08												
63	Observation Mudgerabah	1 day?	Fri 5/12/08	Fri 5/12/08												
64	Assessment	24 days?	Wed 1/10/08	Mon 3/11/08												
65	Confirm assessment plan	1 day?	Tue 14/10/08	Tue 14/10/08												
66	Arrange on site observers	1 day?	Fri 10/10/08	Fri 10/10/08												
67	Arrange with Bruce Tennex meeting	1 day?	Wed 1/10/08	Wed 1/10/08												
68	Workshop with on-site observers	1 day?	Mon 3/11/08	Mon 3/11/08												
69	Project Financials	37 days?	Thu 9/10/08	Fri 28/11/08												
70	Arrange costing and quote with DIP	4 days?	Thu 9/10/08	Tue 14/10/08												
71	Quote accepted	4 days?	Thu 23/10/08	Tue 28/10/08												
72	Costing for product development	1 day?	Fri 10/10/08	Fri 10/10/08												
73	Invoice DIP	1 day?	Fri 28/11/08	Fri 28/11/08												
74	Student Feedback and Evaluation	36 days?	Wed 1/10/08	Wed 19/11/08												
75	Develop on-line form	12 days?	Wed 1/10/08	Thu 16/10/08												
76	Develop F2F form	1 day?	Thu 16/10/08	Thu 16/10/08												
77	Project Team Evaluation	2 days?	Mon 17/11/08	Tue 18/11/08												
78	Fine tune training	1 day?	Wed 19/11/08	Wed 19/11/08												

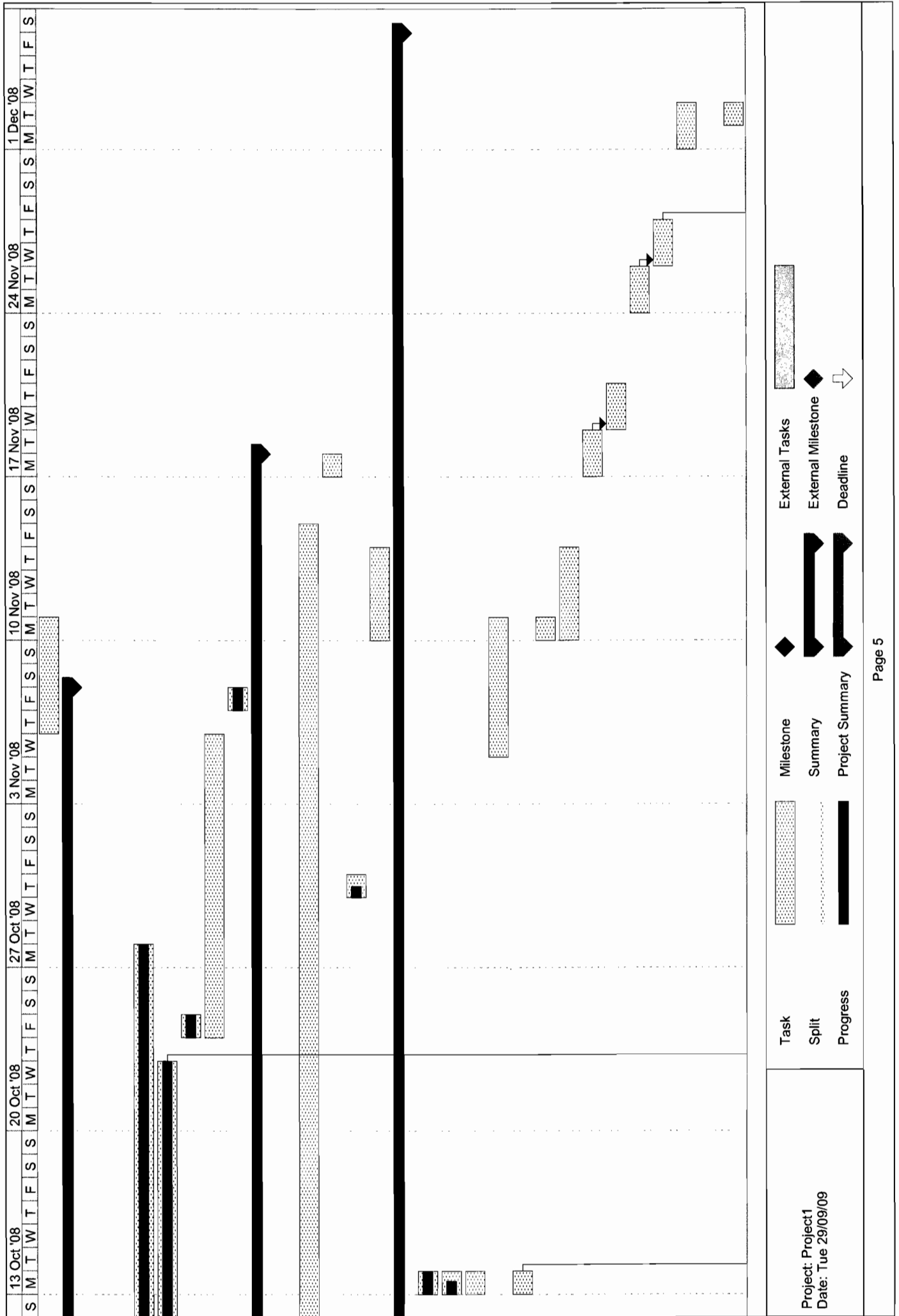
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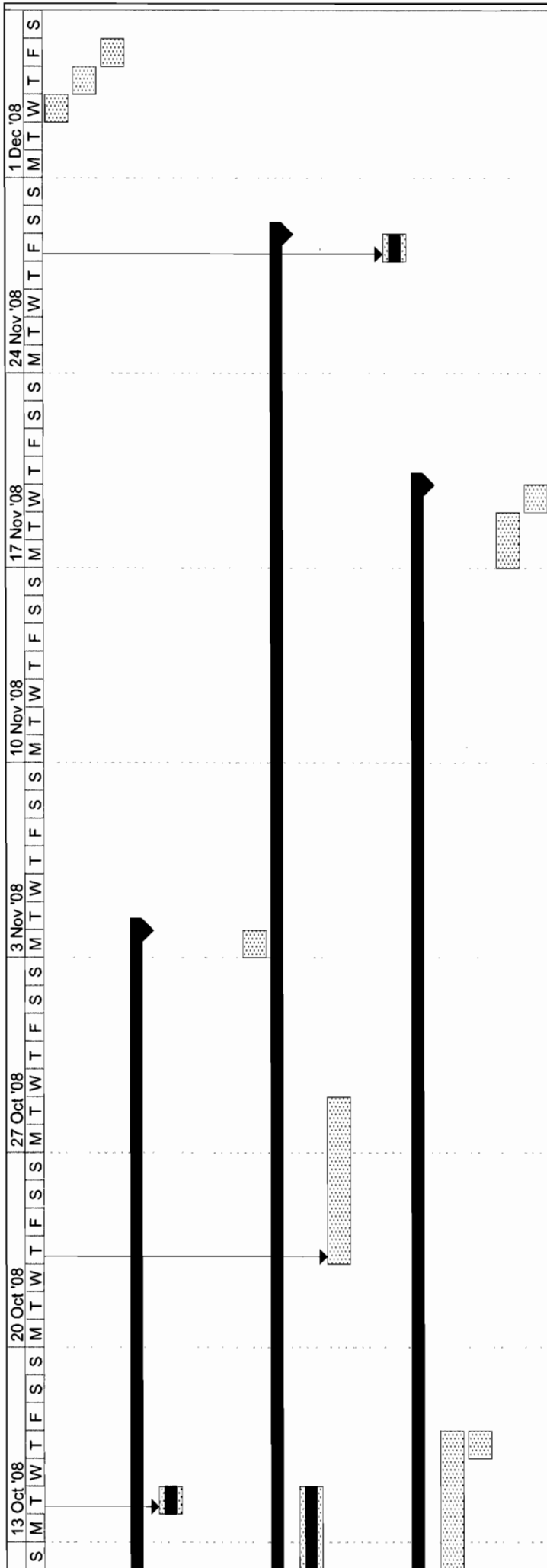
Project: Project1
Date: Tue 29/09/09



	Task		Milestone		External Tasks
	Split		Summary		External Milestone
	Progress		Project Summary		Deadline

Project: Project1
Date: Tue 29/09/09





Project: Project1
Date: Tue 29/09/09

Watson, Jessica

From: Schwenke, Trevor
Sent: Tuesday, 14 October 2008 7:09 PM
To: Leeson, Helen; Rodger, Ana
Subject: Fw: Updated gantt chart as at 13th/10/08

Attachments: Fluoridation phase 1 01_10_08.mpp



Fluoridation phase
1 01_10_08....

Hi ladies

Fyi

Regards

Trevor

----- Original Message -----

From: Lynne Dixon <Lynne.Dixon@infrastructure.qld.gov.au>
To: Schwenke, Trevor
Cc: Niblett, Kate
Sent: Mon Oct 13 17:08:22 2008
Subject: FW: Updated gantt chart as at 13th/10/08

Hi Trevor,

Attached is a copy of the gantt chart - updated this morning (Kate regularly updates it).

Just spoke to Kate and got a general status report - all is looking pretty good.

She has spoken with Seqwater and they are happy with project to date - currently reviewing content and assessment tools.

She has met with Don and co - rocky at first but all good by the end of the meeting. She is of the opinion that Don understands that he does have a critical role in the success of the project and is cooperating. She is waiting on a quote for the face-to-face delivery from Skills Tech and a lesson plan. She has also asked for training materials/content that they may have (from Bill?) and has not had any cooperation on this issue.

Product development is ahead of schedule and almost practically built and Kate has negotiated with operators in Townsville to test the product, may also get Seqwater involved.

She advised that she has been struggling internally with WBIT staff understanding her role in the project, but feels that they are getting it.

I mentioned that I had caught up with you and passed on my view of the world regarding the operator training project, her role and the opportunities for "TAFE". I also mentioned that I offered to share this view in any of the meetings you have with SkillsTech and I made the same offer to her regarding meetings with WBIT managers.

I also asked Kate to keep you in the loop to facilitate discussions for business opportunities for TAFE and also so that should anything happen, you folk are up to speed and can provide support if required.

All in all I am really happy with the efforts and progress Kate has been making on the project and I am keen to support her to keep this happening.

Please give me a call if you want to touch base about anything.

Cheers

Lynne

Lynne Dixon
Project Director, Fluoridation
Infrastructure Delivery
Department of Infrastructure and Planning Queensland Government

tel +61 7 3237 7468
mob 0417 196 818
post PO Box 15009 City East Qld 4002
visit Level 30 Comalco Place 12 Creek Street Brisbane lynne.dixon@dip.qld.gov.au
<mailto:lynne.dixon@dip.qld.gov.au>
www.dip.qld.gov.au <http://www.dip.qld.gov.au/>

From: Niblett, Kate [mailto:Kate.Niblett@deta.qld.gov.au]
Sent: Monday, 13 October 2008 8:48 AM
To: Lynne Dixon; Leeson, Helen; Norman, Donna; Regan, Tracie; Nowack, Dan; Grote, Bill; Morgan, Denise
Subject: Updated gannt chart as at 13th/10/08

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ID	Task Name	Duration	Start	Finish	ep '08 T W T F S S M T W T F	6 Oct '08
1	Project management	34 days?	Wed 1/10/08	Mon 17/11/08		
2	Mou signed	1 day?	Fri 3/10/08	Fri 3/10/08		
3	Set up cost code	1 day?	Fri 3/10/08	Fri 3/10/08		
4	Set up reporting process	3 days?	Wed 1/10/08	Fri 3/10/08		
5	set up project team meetings	3 days?	Wed 1/10/08	Fri 3/10/08		
6	Invoice product development	1 day?	Mon 17/11/08	Mon 17/11/08		
7	Product Development	33 days?	Wed 1/10/08	Fri 14/11/08		
8	Validation Process	1 day?	Mon 6/10/08	Mon 6/10/08		
9	Discuss and confirm validation process	1 day?	Mon 6/10/08	Mon 6/10/08		
10	Content development	22 days?	Thu 2/10/08	Fri 31/10/08		
11	Acquire Skilstech content	1 day?	Thu 2/10/08	Thu 2/10/08		
12	Develop cheat sheets	1 day?	Fri 24/10/08	Fri 24/10/08		
13	Industry validation	1 day?	Fri 31/10/08	Fri 31/10/08		
14	Graphics	2 days?	Thu 16/10/08	Fri 17/10/08		
15	Arrange trip to Twonville	2 days?	Thu 16/10/08	Fri 17/10/08		
16	Ensure copyright	1 day?	Fri 17/10/08	Fri 17/10/08		
17	Assessment Tools	6 days?	Wed 1/10/08	Wed 8/10/08		
18	Develop tools	1 day?	Wed 1/10/08	Wed 1/10/08		
19	Moderation of tools	1 day?	Wed 8/10/08	Wed 8/10/08		
20	Student Workbook	33 days?	Wed 1/10/08	Fri 14/11/08		
21	Cover Sheet	4 days?	Thu 16/10/08	Tue 21/10/08		
22	Student feedback form	4 days?	Thu 16/10/08	Tue 21/10/08		
23	Contact Reprographics arrange print	1 day?	Tue 21/10/08	Tue 21/10/08		
24	Templates for documentation	4 days?	Wed 1/10/08	Mon 6/10/08		
25	Code of practice	1 day?	Tue 21/10/08	Tue 21/10/08		
26	Candidate Instruction	1 day?	Tue 21/10/08	Tue 21/10/08		
27	Arrange Transportation	5 days?	Mon 10/11/08	Fri 14/11/08		
28	F2F Instructor Guide	23 days?	Thu 9/10/08	Mon 10/11/08		
29	Discuss Lesson plan	1 day?	Thu 9/10/08	Thu 9/10/08		
30	Print and include with pack for instructors	3 days?	Thu 6/11/08	Mon 10/11/08		

Task
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Project: Project1
Date: Tue 29/09/09

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31	Enrollment and Resulting	28 days?	Wed 1/10/08	Fri 7/11/08	T	T
32	Talk to Krys Lakin	1 day?	Thu 2/10/08	Thu 2/10/08	W	T
33	Fact Sheet	6 days?	Wed 1/10/08	Wed 8/10/08	T	T
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48	Resources	1 day?	Mon 13/10/08	Mon 13/10/08	T	T
49	Teacher resources prepared and sent	4 days?	Wed 5/11/08	Mon 10/11/08	S	T
50	Confirm dates ans student numbers	1 day?	Mon 13/10/08	Mon 13/10/08	M	T
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56	Deliver West Bank	2 days?	Wed 26/11/08	Thu 27/11/08	T	T
57	Assessment	24 days?	Wed 1/10/08	Mon 3/11/08	S	T
58	Confirm assessment plan	1 day?	Tue 14/10/08	Tue 14/10/08	M	T
59	Arrange on site observers	1 day?	Fri 10/10/08	Fri 10/10/08	W	T
60	Arrange with Bruce Tennex meeting	1 day?	Wed 1/10/08	Wed 1/10/08	T	T

Project: Project1
Date: Tue 29/09/09










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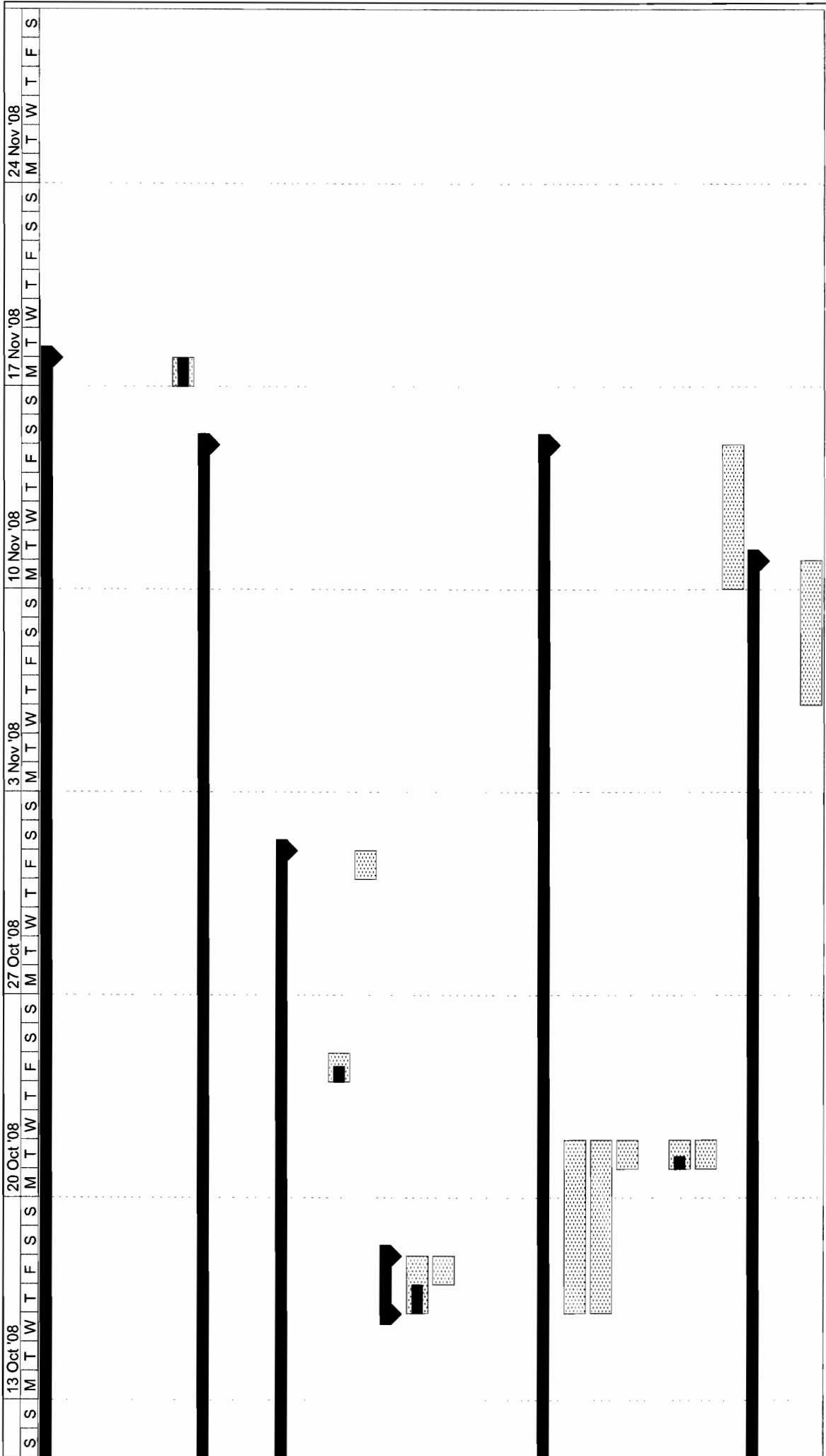
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ID	Task Name	Duration	Start	Finish	6 Oct '08									
					T	W	T	F	S	S	M	T	W	T
61	Workshop with on-site observers	1 day?	Mon 3/11/08	Mon 3/11/08										
62	Project Financials	37 days?	Thu 9/10/08	Fri 28/11/08										
63	Arrange costing and quote with DIP	4 days?	Thu 9/10/08	Tue 14/10/08										
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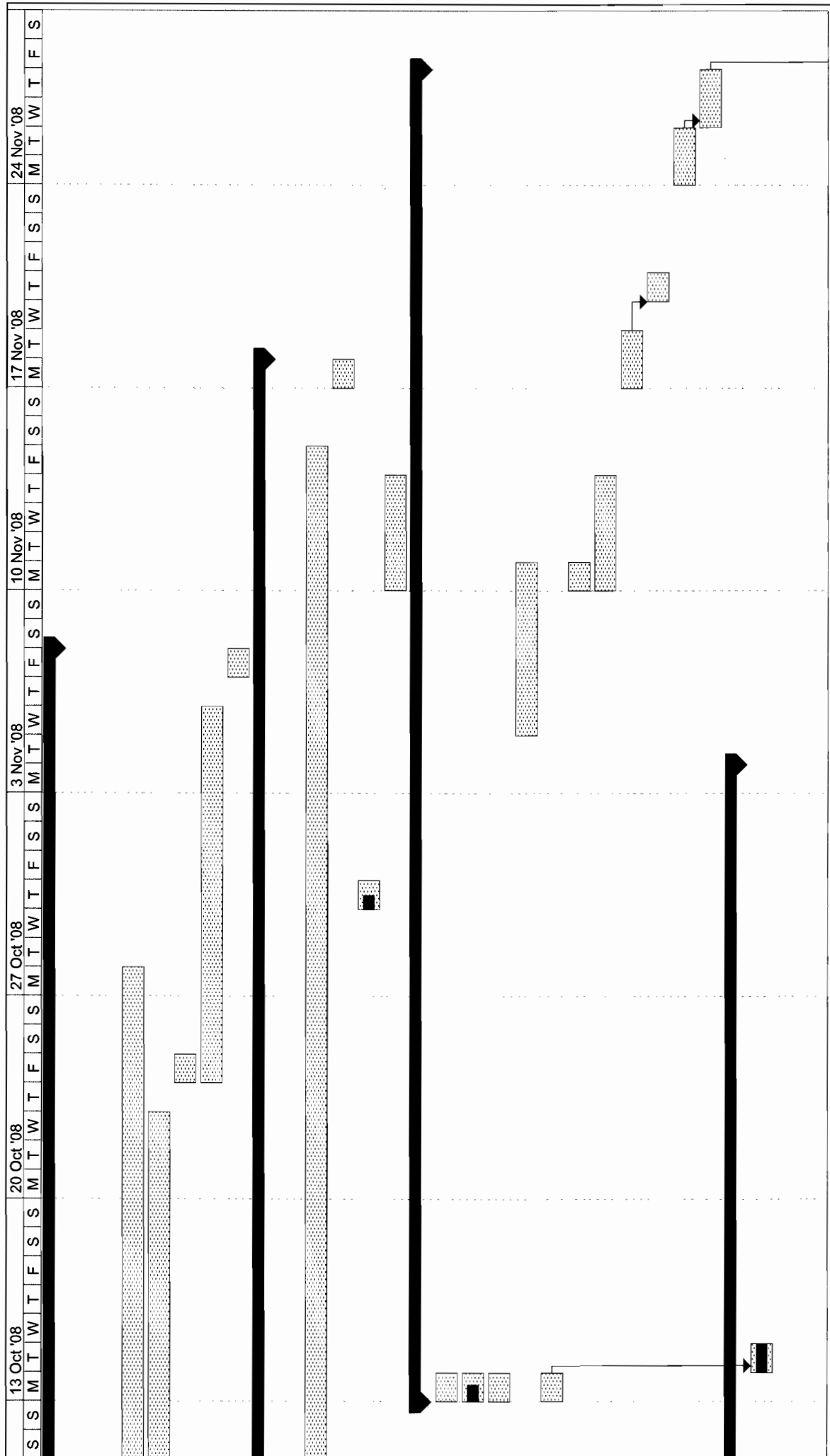
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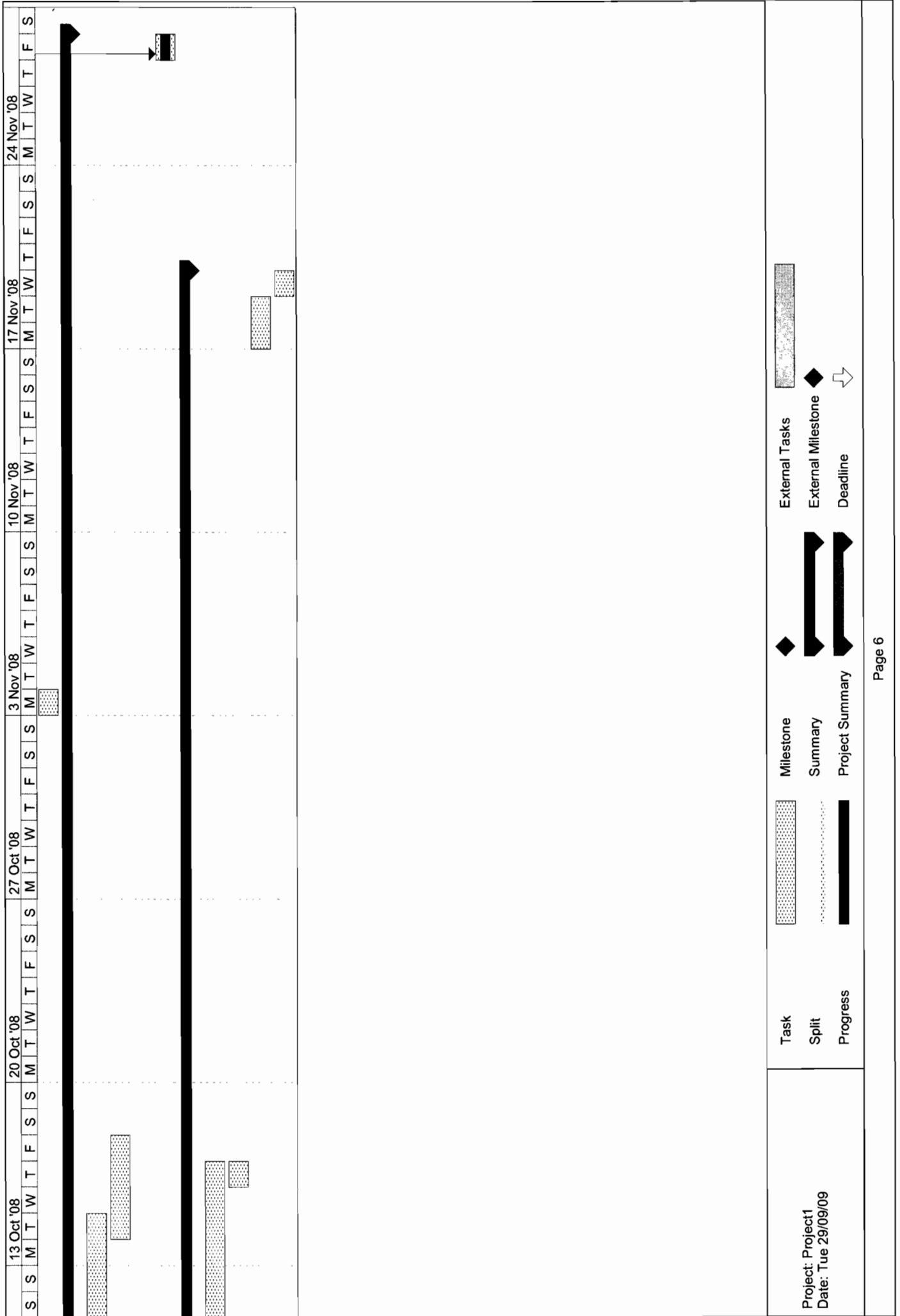


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Project: Project1
Date: Tue 29/09/09



Project: Project1
Date: Tue 29/09/09



Watson, Jessica

From: Schwenke, Trevor
Sent: Monday, 22 September 2008 8:25 PM
To: Rodger, Ana
Subject: FW: Water Worker Training

Hi Ana, not sure whether I shared this one or not.

So.... Here it isor here it is again.

Regards

Trevor

From: Rob Fearon [mailto:rfearon@qldwater.com.au]
Sent: Friday, 19 September 2008 11:03 AM
To: Lawrence, Ian; Schwenke, Trevor; 'Lynne Dixon'
Cc: 'Heather Gold'; 'Graham Cole'
Subject: Water Worker Training

Hi All,

I am getting a bit confused about where we are up to with the training partnership so thought I would provide a brief summary of my understanding as a straw man for further discussion. These are my thoughts and I would appreciate feedback.

1. The water industry and particularly the urban utilities have expressed demand for greater access to vocational training, and asked **qldwater** to facilitate this access because of a previous lack of success in individual negotiations with training providers.
2. The demand for water industry training will increase markedly within the next two years and continue for at least the coming decade both within Qld, nationally and internationally.
3. Only a partnership between the industry and training providers that concurrently builds the capacity of both, will provide sustainable, long term training of an appropriate quality.
4. Training providers (particularly TAFEs) have expressed interest in cooperation but in the interests of a holistic approach **qldwater** sought high level support from Minister Welford who indicated a partnership be formed between DETA and the water industry.
5. In subsequent negotiations we have agreed to offer water training built on the training strengths of SkillsTech and the powerful online training of Wide Bay TAFE but better reflecting the training needs of the water industry. Initially this response was to occur in four ways, namely,
 - a. immediate development of fluoridation content and delivery to meet the State government's ambitious SEQ roll-out (**60 students by December**) but also support the industry by providing ongoing training across the State (**>100 students by 2010**).
 - b. incorporate the highly-respected Brisbane Water (an enterprise-level RTO) content and delivery into existing TAFE systems to provide a 'one-stop-shop' for, nationally accredited, training that has the 'stamp-of-approval' of the water industry. This would immediately become the standard training approach for all existing and new water workers in the South East (**at least 80 students immediately and 10 time this number over the next several years and ongoing 10% annual turnover**).
 - c. expand on the above to ensure similar training is available to meet the demand of Queensland (and beyond) with face-to-face, online, on the job and distance education approaches available for appropriate fees (**at least twice the number of students as listed in the above point**).
 - d. seek national cooperation by water industry and RTOs as well as additional students, (e.g. through the Partnership project, with Commonwealth funding, between **qldwater** and TAFE Qld (via Kate Niblett) to promote e-learning to the water industry in general)
6. Build an ongoing partnership to ensure mutually beneficial, long-term training opportunities for the water industry and garnering industry representation on an ITAB-like body.

As part of the above negotiations, **qldwater** is to complete the following (among other things):

- develop a workforce development strategy and seek industry sign off - Complete
- seek industry and regulator support for coordinated fluoridation training - Complete
- coordinate industry support for developing the SEQ program - Complete and ongoing
- develop an industry reference group for QA of content and delivery - Complete
- survey the industry to demonstrate and quantify demand - incomplete but underway
- coordinate industry response for an 'ITAB' - underway
- garner support of other RTOs - underway
- seek water Regulator support for the partnership training program - complete
- initiate entry to the broader national water industry - complete and ongoing
- second Kate Niblett to get some of the design tasks underway - ?????

I acknowledge some personal impatience, but things seem to have bogged down over a simple 3-month secondment which forms only a small part of what needs to be achieved to reach our mutual objective of getting a lot more water industry workers trained by TAFE.

Could you please respond with:

- any comments or corrections on the above summary,
- any further tasks **qldwater** can undertake to facilitate the partnership,
- what is required to move beyond the current round of initial negotiations.

Regards,
Rob

Dr Rob Fearon
Executive Manager
qldwater - The Queensland Water Directorate

T: (07) 3252 4701
M: 0428 300 208
W: www.qldwater.com.au

 Please consider the environment before printing this email

Watson, Jessica

From: Schwenke, Trevor
Sent: Friday, 19 September 2008 2:26 PM
To: Leeson, Helen; Rodger, Ana
Subject: Fw: Water Worker Training

For your information

Trevor

----- Original Message -----

From: Rob Fearon <rfearon@qldwater.com.au>
To: Lawrence, Ian; Schwenke, Trevor; 'Lynne Dixon' <Lynne.Dixon@infrastructure.qld.gov.au>
Cc: 'Heather Gold' <hgold@qldwater.com.au>; 'Graham Cole' <grahamc@widebaywater.qld.gov.au>
Sent: Fri Sep 19 11:02:56 2008
Subject: Water Worker Training

Hi All,

I am getting a bit confused about where we are up to with the training partnership so thought I would provide a brief summary of my understanding as a straw man for further discussion. These are my thoughts and I would appreciate feedback.

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2. The demand for water industry training will increase markedly within the next two years and continue for at least the coming decade both within Qld, nationally and internationally.
3. Only a partnership between the industry and training providers that concurrently builds the capacity of both, will provide sustainable, long term training of an appropriate quality.
4. Training providers (particularly TAFEs) have expressed interest in cooperation but in the interests of a holistic approach qldwater sought high level support from Minister Welford who indicated a partnership be formed between DETA and the water industry.
5. In subsequent negotiations we have agreed to offer water training built on the training strengths of SkillsTech and the powerful online training of Wide Bay TAFE but better reflecting the training needs of the water industry. Initially this response was to occur in four ways, namely,
 - a. immediate development of fluoridation content and delivery to met the State government's ambitious SEQ roll-out (60 students by December) but also support the industry by providing ongoing training across the State (>100 students by 2010).
 - b. incorporate the highly-respected Brisbane Water (an enterprise-level RTO) content and delivery into existing TAFE systems to provide a 'one-stop-shop' for, nationally accredited, training that has the 'stamp-of-approval' of the water industry. This would immediately become the standard training approach for all existing and new water workers in the South East (at least 80 students immediately and 10 time this number over the next several years and ongoing 10% annual turnover).
 - c. expand on the above to ensure similar training is available to meet the demand of Queensland (and beyond) with face-to-face, online, on the job and distance education approaches available for appropriate fees (at least twice the number of students as listed in the above point).
 - d. seek national cooperation by water industry and RTOs as well as additional students, (e.g. through the Partnership project, with Commonwealth funding, between qldwater and TAFE Qld (via Kate Niblett) to promote e-learning to the water industry in general)
6. Build an ongoing partnership to ensure mutually beneficial, long-term

training opportunities for the water industry and garnering industry representation on an ITAB-like body.

As part of the above negotiations, qldwater is to complete the following (among other things):

- Ø develop a workforce development strategy and seek industry sign off -
Complete
- Ø seek industry and regulator support for coordinated fluoridation training -
Complete
- Ø coordinate industry support for developing the SEQ program -
Complete and ongoing
- Ø develop an industry reference group for QA of content and delivery -
Complete
- Ø survey the industry to demonstrate and quantify demand
- incomplete but underway
- Ø coordinate industry response for an 'ITAB'
- underway
- Ø garner support of other RTOs
- underway
- Ø seek water Regulator support for the partnership training program -
complete
- Ø initiate entry to the broader national water industry
- complete and ongoing
- Ø second Kate Niblett to get some of the design tasks underway -
?????

I acknowledge some personal impatience, but things seem to have bogged down over a simple 3-month secondment which forms only a small part of what needs to be achieved to reach our mutual objective of getting a lot more water industry workers trained by TAFE.

Could you please respond with:

- Ø any comments or corrections on the above summary,
- Ø any further tasks qldwater can undertake to facilitate the partnership,
- Ø what is required to move beyond the current round of initial negotiations.

Regards,

Rob

Dr Rob Fearon

Executive Manager

qldwater - The Queensland Water Directorate

T: (07) 3252 4701

M: 0428 300 208

W: www.qldwater.com.au <<http://www.qldwater.com.au>>

P Please consider the environment before printing this email

6th October, 2008

Lynne Dixon
Department Infrastructure and Planning
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Hervey Bay

Urraween Road
Pialba Qld 4655
Fax 07 4120 6423

Maryborough

Nagel Street
Maryborough Qld 4650
Fax 07 4123 4184

Dear Lynne

Wide Bay Institute of TAFE thanks you for the opportunity to submit this quote for the development of the e-learning resource for the unit NWP276A Monitor, operate and report fluoridation processes for your Department.

From your discussions with Kate Niblett, I have prepared a proposal designed to meet your needs in terms of desired services and value.

Delivery staff

Wide Bay Institute of TAFE is part of TAFE Queensland and, as such, is able to draw upon the vast experience and resources of Queensland's largest training provider. Our modern facilities, combined with our highly qualified and experienced staff, means students are provided with the skills and knowledge that will ensure enhanced work performance. This means your organisation is assured of quality, up to date training that provides recognised qualifications.

Details of the development of the e-learning resource for the unit NWP276A Monitor, Operate and Report Fluoridation Processes

Instructional Design	\$2580.00
Programming/web development	\$1250.00
Photography and video production	\$1320.00
Graphic Design	\$950.00
Proofing, testing	\$300.00
Incidentals	\$100.00

Quotation validity

This quotation will remain valid for 30 days from the date herein.

Quality assurance

Wide Bay Institute of TAFE is currently operating a third party certified Quality Assurance System. This certification complies with the requirements of AS/NZS ISO 9001:2000 and is effective from 4 December 2007. The certification number is 7298.



TAFE Queensland
Queensland Government

Department of
Education, Training and the Arts

Goods and services tax

Where a goods and services tax (GST) is imposed in Australia and has application to any supply of a product or services in this contract, pay to Wide Bay Institute of TAFE (the Institute), subject to the Institute issuing a valid tax invoice, such amounts as the Institute shall, by law, be required to collect GST.

Confirmation of course particulars

It would be appreciated if you could notify Wide Bay Institute of TAFE as soon as possible in regard to and changes to the delivery of services. This will allow us time for preparation and organisation.

Confirmation of acceptance – method of payment

Acceptance of this offer shall be made in writing. For your convenience, a Form of Agreement is attached. Should you wish to accept this quote please complete, sign and return the Form of Agreement via fax prior to service commencement. Payment will be required as agreed on the Form of Agreement payment schedule.

We are very keen to deliver these services for you and will be happy to commence negotiations regarding a start date as soon as you have completed the attached Form of Agreement.

Cancellation/withdrawal clause

The organisation agrees to accept the terms and conditions as detailed below:

- a) **Refund if program or course cancelled by Institute Director**
 - If the Institute Director cancels a course before it starts, the Institute Director **must refund** the fees paid for the program or course.
- b) **Refund if enrolment cancelled more than 5 Days before program or course starts**
 - If a student cancels enrolment in a non-government funded course five days before it starts, the Institute Director **must refund** the fees the student paid for the program or course after deducting an administration charge of \$10.00.
- c) **Refund if enrolment cancelled less than 5 days before program or course starts**
 - If a student cancels enrolment in a non-government funded course less than 5 days before it starts, the Institute Director **shall not refund** any fees and charges paid by/for the student and shall not cancel any remaining payments due in respect of the enrolment.
- d) **Refused applications for fee exemptions, refunds and time to pay**
 - If the Institute Director refuses a person's application for a fee exemption, refund or time to pay, the Institute Director must give the person written notice of the reasons for refusal.
 - The person may, within 7 days after the written notice is given, apply to the Institute Director for a reconsideration of the refusal.
 - An Institute staff member more senior than the staff member who refused the original application must reconsider the refusal.

All cancellation/withdrawals relating to non-government funded programs must be made on the prescribed form in accordance with the TAFE Qld Student Refund Policy.

If you require any further information or clarification, please feel free to contact me on **07 41202459**.

Citizenship of Participants

Please note that any participants covered by this agreement who are not Australian Citizens may not be eligible to receive training at the above quoted price. Should this situation arise, please contact the Administration Officer on the number below for further clarification.

Point of contact – acceptance of agreement

To allow us to offer you a point of contact once agreement has been accepted, you have been assigned to:

- **Donna Norman** on **07 41202459** for all service issues.
- **Lorelle Nordling**, Administration Officer Sales and International on (07) 4120 2467 for all administrative and financial enquiries.

Again, thank you for allowing Wide Bay Institute of TAFE the opportunity to quote on providing you with high quality services.

Yours sincerely

Sighted & Signed.

DONNA NORMAN
A/Director, Training Solutions
Wide Bay Institute of TAFE

Leeson, Helen

From: Regan, Tracie
Sent: Saturday, 3 January 2009 9:39 AM
To: Niblett, Kate; Morgan, Denise; Leeson, Helen; Rodger, Ana
Subject: Fw: End of Fluoridation Study Survey response

Ladies

[s.73(1) - Irre] left very dissatisfied comments on the end of survey feedback form on the 19 Nov. His clarification is below. I have sent him some reassurances but feel we should discuss this early next week if possible.

Kate

Were you onsite with Michael Lever or is [s.73(1) - Irre] referring to the Skills Tech trainer?
T.

Tracie Regan
Senior Training Consultant
Wide Bay TAFE
Work 0741505845
Mob 0418743261

This message was sent by Blackberry

----- Original Message -----

From: Regan, Tracie
To: [s.73(1) - Irrelevant information]
Sent: Sat Jan 03 09:33:36 2009
Subject: Re: End of Fluoridation Study Survey response

Thanks [s.73(1) - Irre] for this honest feedback. I have passed your comments on and will undertake an immediate review of the online resource and its navigation. I will also pas on your concerns regarding onsite training. I will be in touch regarding the improvements and will further seek your involvement. The content of the online resource was reviewed by SEQWater as being satisfactory.

Regards

Tracie Regan
Senior Training Consultant
Wide Bay TAFE
Work 0741505845
Mob 0418743261
This message was sent by Blackberry

----- Original Message -----

From: [s.73(1) - Irrelevant information]
To: Regan, Tracie; [s.73(1) - Irrelevant information]
Sent: Sat Jan 03 09:26:20 2009
Subject: RE: End of Fluoridation Study Survey response

[s.73(1) - Irrelevant information]. I found the website very user unfriendly, difficult to navigate and with hidden forms that are required by Tafe. I would much rather have hard copy of all learning material and only use the web for marking and required forms. On another subject, we all were dissatisfied with your on site training officer. We found him hard to understand and had no knowledge of the testing unit. We still have not had on site testing with the batching system. He observed the contractors fill a 1.7 tonne hopper with 2 tonnes of fluoride which spilled on to the machinery and floor and said nothing. I reported this to SEQWATER and the safety officer along with 15 other breaches of the DRAFT Code 2008. It appears that everything is being rushed through by jackboot ANNA with no regard for safety or proper training. How can my supervisor sign off that I am certified when I have not even seen the inside of the fluoride building? Your trainer did not get around to show us how the bag loader and emptying machinery operates.

-----Original Message-----

From: bounce@janison.com.au [mailto:bounce@janison.com.au] On Behalf Of tracie.regan@det.qld.gov.au
Sent: Monday, 22 December 2008 1:16 PM
To: [s.73(1) - Irrelevant information]
Subject: End of Fluoridation Study Survey response

Thanks s.73(1) - lrr for completing the End of Study Fluoridation survey. Your feedback helps us in ensuring the training provided is current and accurate. It is of great concern to me that you have select the response "Poor" when rating the learning material quality, and that you would not recommend this course to other operators.

Could you please elaborate so we can improve this important operator resource for future intakes?

You are welcome to ring me to discuss further. Your direct comments will assist in improving this product for those working in the water industry.

Regards

Tracie Regan
Senior Training Consultant
Wide Bay TAFE
ph 0418 743 261

-----Safe

Stamp-----

Your Anti-virus Service scanned this email. It is safe from known viruses. For more information regarding this service, please contact your service provider.

Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system.

QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater).

Leeson, Helen

From: Regan, Tracie
Sent: Friday, 23 January 2009 11:39 AM
To: Niblett, Kate; Ray Stephenson
Cc: Nowack, Dan; Leeson, Helen
Subject: fluoridation non-operational guys completing assessments

Hi Kate, Ray
 EDU are a little confused. So am I.

Let me explain.

Initially we were told some participants in the Fluoridation group were non-operational and *could not* complete their portfolio of evidence or competency sign off. These people have been identified as 'blue' colour in Ray's sheet so EDU knew that when they had successfully completed the Checkpoint 2 and a Certificate of Attendance could be issued. The student is then graded as a "B" (non-assessable enrolment satisfactorily completed) and access to the group should then be closed.

Some of these students however are starting to send in Assessment items, Third Party Reports and signed Observation Checklists (obviously downloaded earlier). Namely s.73(1) - Irrelevant information and s.73(1) - Irrelevant information

Does this mean the "B" grade should be reversed and these staff should now be considered as operational, and qualify for assessment of a Statement of Attainment?

This also confuses any payment reconciliation to WBW (as a "J" or as a "B" with possibility of both payments??)

Kate, Please advise as this also affects the Stage 2 - should it be a part of the enrolment process that operational staff are clearly identified?

regards

Tracie Regan Snr Training Consultant Wide Bay Institute of TAFE

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Leeson, Helen

From: Regan, Tracie
Sent: Thursday, 29 January 2009 9:56 AM
To: Ray Stephenson; Niblett, Kate
Cc: Leeson, Helen; WBIT, Water
Subject: [s.73(1) - Irrelevant inform] Fluoridation student

Hi all

[s.73(1) - Irrelevant inform] was issued a Statement of Attainment in NWP276A Fluoridation early December 2008 as a risk management strategy in having a qualified person in the plant for SEQ Water. An RPL process was involved in this decision based on NSW OTEN training in Fluoridation, and work experience. Ray approved this "J" result.

[s.73(1)] subsequently followed the course content and sent in formal assessment submission for workplace evidence - which Ray has reviewed and now requested a 'resubmit'! Naturally [s.73(1)] now queries this judgement.

Ray, there is NOTHING in the planner under Student Activities to support this chain of events, or for me to refer to in response to direct queries. As a priority, please contact [s.73(1)] and discuss your assessment. If he has not supplied satisfactory workplace evidence, perhaps we need to review the RPL process. [s.73(1) - Irrelevant inform] phone number is [s.73(1) - Irrelevant inform]. You also need to ensure all student contact is documented in the Planner, as this is required by audit.

Dan/Mary, there is NO record of this qual being issued in the EDU sheet. I also have no records of this discussion (requesting and approving the issuing of the qual). Please ensure I am involved in any out-of-the-ordinary requests.

Helen, fyi

Tracie Regan Snr Training Consultant Wide Bay Institute of TAFE

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Leeson, Helen

From: Regan, Tracie
Sent: Monday, 23 March 2009 11:15 AM
To: Niblett, Kate; Leeson, Helen; Ray Stephenson SEQWater
 (rstephenson@seqwater.com.au)
Cc: Morgan, Denise
Subject: Fluoridation Group surveys: initial results
Categories: FYI
Attachments: FluoridationStartofStudySurvey 230309.pdf; FluoridationEndofStudySurvey 230309.pdf

Hi all

Please find attached the latest results for the 2 staged feedback surveys for the Fluoridation group 1.

Start of Study has had 21 responses from 64 emailed. This survey is available within the group and has also been emailed (Janison tracks via login so you cannot complete it twice)

Although this is a small return of responses it is interesting that of the surveyed participants

- 55% have worked in the industry for >10yrs
- 95% prefer email as their method of communication
- 62% claim to have some basic knowledge of the fluoridation process prior to starting studies;
- 76% are comfortable using the online environment for learning at the start of their studies

End of Study has had 9 responses from 11 emailed. This survey is available within the group and is being emailed individually as students complete (in case they didn't do it prior to having their access closed).

Although this is a small return of responses it is interesting that of the surveyed participants that **90%**:

- increased their understanding of fluoridation as a result of this online training;
- are comfortable using the online environment for learning (*an increase from the start of study*);
- agree the learning material is relevant to their work;
- do not rate classroom learning any better than the online support;
- would recommend this to others in their industry.

will send updates as more responses are received. Ray, please check with your students they do complete these surveys to assist with statistics.

regards

Tracie Regan Snr Training Consultant Wide Bay Institute of TAFE

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NWP: Fluoridation: Start of Study

Instructions : Surveys can help us in tailoring this and other training programs to ensure we meet Industry and student needs.
 This Start of Study Survey is for those training in *The Fluoridation Process in Water Treatment*.

1 Fluoridation: How many years have you worked your current position in the water industry? Select one response from the options provided:

- less than 1 year 18%
 - more than 1 year but less than 2 years 0%
 - more than 2 years but less than 3 years 9%
 - more than 3 years but less than 5 years 5%
 - more than 5 years but less than 10 years 14%
 - more than 10 years 55%
-

2 Fluoridation: I understand it is my responsibility to keep the trainer up to date with my study progress. There are also times when the trainer needs to contact me for various reasons and I would prefer the following selected method/s (select one or many):

- Janison Instant Messaging Tool 5%
 - E-mail (I have checked my e-mail address is valid) 95%
 - Telephone (I have given my trainer the preferred phone number) 10%
-

3 Fluoridation: Level of existing knowledge. Select one response from the options provided:

- This is the first time I have heard of fluoridation as part of water treatment. 0%
 - I have heard of some media reports about adding fluoride to drinking water. 24%
 - I have some basic operational knowledge of adding fluoride to drinking water as part of the water treatment process. 62%
 - I have worked at a plant that includes fluoridation as part of the treatment process. 14%
-

4 Fluoridation: Supervision: Select one response from the options provided to indicate your level of supervision as a plant operator at the plant in which you spend the majority of your time.

- I am new to this role and all tasks are supervised while working at this site. 24%
- I have some experience in this role and my tasks are somewhat supervised at the same site. 14%
- I have some experience in this role and my supervisor checks my work from another site. 0%

- I am an experienced operator and I am responsible for my role at this plant. 24%
 - I am an experienced operator and am responsible for all operational work at this plant. 38%
-

5 Fluoridation: How comfortable are you in using an online environment for learning? Select one response from the options provided:

- very uncomfortable 0%
 - uncomfortable 5%
 - average 19%
 - comfortable 52%
 - very comfortable 24%
-

Responses: 7 submitted from page, 14 received from mail, 64 emailed, 12 viewed.

NWP: Fluoridation: End of Study

Instructions : Thanks for participating in the training program for *The Fluoridation Process in Water Treatment*. Please complete this End of Study Survey so we can ensure the training meets Industry and student needs.

1 Fluoridation: Indicate your level of understanding of fluoridation processes at end of your studies.

- I am more confused than at the start of studies. 0%
 - Unchanged 10%
 - Somewhat better understanding of fluoridation processes. 10%
 - Sound understanding of fluoridation processes. 80%
-

2 Fluoridation: How comfortable are you in using an online environment for learning? Select one response from the options provided:

- very uncomfortable 0%
 - uncomfortable 10%
 - average 20%
 - comfortable 40%
 - very comfortable 30%
-

3 Learning material quality
Rate your opinion of the quality of the learning material.

- 5 (Poor) 10%
 - 4 (So So) 0%
 - 3 (Good) 40%
 - 2 (Very Good) 40%
 - 1 (Excellent) 10%
-

4 Please rate how you agree with this statement.
The assessment material is relevant to my work.

- Strongly Disagree 0%
 - Disagree 0%
 - Undecided 10%
 - Agree 50%
 - Strongly Agree 40%
-

5 Fluoridation: Flexible Delivery: Which component of this training did you enjoy? Select one or many from the list below:

- Online learning material: Having the learning material available on the internet and readily accessible. 50%
- Online learning material: I liked being able to print the learning material. 60%
- Online learning material: Submitting assessments online. 60%
- Online learning material: Using the checkstop quizzes to check my understanding. 60%
- Online learning material: I liked the workplace discussion prompts. 30%
- Online learning material: Trainer support. 50%
- Classroom: I enjoy the face to face interaction in the classroom. 50%
- Classroom: I enjoy the practical tasks being demonstrated in this training environment. 60%
- Classroom: I enjoy completing tests in this training environment. 30%
- Classroom: Trainer support. 50%

6 Recommendations

Would you recommend your course to others in the water industry wanting training?

- Yes 89%
- No 11%

7 Comments area

Like to add some more comments? Here's the place for you!

s.73(1) - Irrelevant informati

Excellent course.

s.73(1) - Irrelevant informati

This course is easy when all the print version is available in hard copy, but the information tabs down the left of the site should be more user friendly. It takes longer to understand it's functions than doing two checkpoints.

s.73(1) - Irrelevant informatio

The course is excellent;the only reason that I was a little uncomfortable with it it's because I've never done a course before in this manner.

Responses: 4 submitted from page, 5 received from mail, 11 emailed, 13 viewed.

Leeson, Helen

From: Regan, Tracie
Sent: Wednesday, 8 April 2009 12:45 PM
To: Grote, Bill; Niblett, Kate; Raymond Stephenson
Cc: Leeson, Helen; Rodger, Ana; Norman, Donna
Subject: End of Studies Fluoridation Survey
Categories: FYI
Attachments: FluoridationEndofStudySurvey 080409.pdf

CC Helen, Ana, Donna,

Hi Kate, Bill, Ray,

Here is today's results for the End of Studies Fluoridation Janison survey. There are 18 responses from 64 emailed (26.5%).

The feedback is positive and aligns with our combined endeavours to have work related resources and assessments for this industry.

Thanks for your efforts in this successful project.

Regards

*Tracie Regan **Snr Training Consultant** Wide Bay Institute of TAFE*

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NWP: Fluoridation: End of Study

Instructions : Thanks for participating in the training program for *The Fluoridation Process in Water Treatment*. Please complete this End of Study Survey so we can ensure the training meets Industry and student needs.

1 Fluoridation: Indicate your level of understanding of fluoridation processes at end of your studies.

- I am more confused than at the start of studies. 0%
 - Unchanged 5%
 - Somewhat better understanding of fluoridation processes. 26%
 - Sound understanding of fluoridation processes. 68%
-

2 Fluoridation: How comfortable are you in using an online environment for learning? Select one response from the options provided:

- very uncomfortable 0%
 - uncomfortable 5%
 - average 26%
 - comfortable 42%
 - very comfortable 26%
-

3 Learning material quality
Rate your opinion of the quality of the learning material.

- 5 (Poor) 5%
 - 4 (So So) 11%
 - 3 (Good) 42%
 - 2 (Very Good) 37%
 - 1 (Excellent) 5%
-

4 Please rate how you agree with this statement.
The assessment material is relevant to my work.

- Strongly Disagree 0%
 - Disagree 0%
 - Undecided 11%
 - Agree 68%
 - Strongly Agree 21%
-

5 Fluoridation: Flexible Delivery: Which component of this training did you enjoy? Select one or many from the list below:

- Online learning material: Having the learning material available on the internet and readily accessible. 53%
- Online learning material: I liked being able to print the learning material. 47%
- Online learning material: Submitting assessments online. 53%
- Online learning material: Using the checkstop quizzes to check my understanding. 53%
- Online learning material: I liked the workplace discussion prompts. 16%
- Online learning material: Trainer support. 26%
- Classroom: I enjoy the face to face interaction in the classroom. 42%
- Classroom: I enjoy the practical tasks being demonstrated in this training environment. 32%
- Classroom: I enjoy completing tests in this training environment. 16%
- Classroom: Trainer support. 26%

6 Recommendations

Would you recommend your course to others in the water industry wanting training?

- Yes 78%
- No 22%

7 Comments area

Like to add some more comments? Here's the place for you!

s.73(1) - Irrelevant informat

Excellent course.

s.73(1) - Irrelevant informati

Only did the health and safety module.

s.73(1) - Irrelevant

I generally think that this training course was very rushed due to political circumstances and that very little practical training was given by (Fluoride contractor) or available after the theoretical side was complete. I found that the whole course was rushed, not very informative, and a little disorganised. Sorry but you asked for a truthfull assessment. I also understand that you were put under a lot of pressure to impliment this course in a short space of time. So with that in mind I understand that every aspect was rushed.

s.73(1) - Irrelevant informat

This course is easy when all the print version is available in hard copy, but the information tabs down the left of the site should be more user friendly. It takes longer to understand it's functions than doing two checkpoints.

s.73(1) - Irrelevant inform

I would like to see some follow up to make sure all areas are being done correctly

s.73(1) - Irrelevant informatior

The course is excellent;the only reason that I was a little uncomfortable with it's because I've never done a course before in this manner.

*Responses: 4 submitted
from page, 14 received from
mail, 68 emailed, 9 viewed.*

Leeson, Helen

From: Regan, Tracie
Sent: Friday, 17 April 2009 1:55 PM
To: Niblett, Kate; Leeson, Helen; Raymond Stephenson; Graham Cole
Cc: Rodger, Ana
Subject: Fluoridation report - final progress report
Attachments: EDU Fluoridation sheet as at 170409.xls

Hi Kate

Here is the final version of the fluoridation report (student details that should not be circulated due to noted privacy concerns).

In summary:

This unit NWP276A has an allocation of just 20 nominal hours, and the group was made available to students from late November 2008 until 09 April 2009. Feedback is the resource and delivery method is suitable, but as always for this industry, time for participation is difficult.

There were 83 students enrolled into the Group 1 of which 36 were identified as operators upon enrolment (thus expected to receive graded result):

- 42 awarded a J (note there are 2 submissions yet to be returned but included in this count); which is higher than expected but can be interpreted as incorrect identification upon enrolment, or a change in duty;
- 19 awarded a B (non-assessable) and issued a *Certificate in Attendance*;
- 20 graded as AP (dropped) as there were no attempts for any checkpoints or tests but some participation was recorded;
- 2 graded as AW (cancelled with no participation)

Ray is to be commended on his role as Trainer for this group as he had quite a large cohort with a mixture of desired outcomes.

Recommendations:

1. Future students should be required to participate 3.5 hrs per week and the COS be 6 weeks from start of study. This raises the importance of the study requirement and prioritises the gathering of evidence so the study is not perceived as onerous and long-winded. It also allows the trainer to progress the students through the program.
2. Enrolment should include clear identification of outcome (e.g. Statement of Attainment or non-assessable) which should not be renegotiated. This allows for group cohesiveness (common goals) and more effective facilitation of training.

Thanks again for the opportunity to provide this training and your ongoing active support of the water industry,

Regards

Tracie Regan Snr Training Consultant Wide Bay Institute of TAFE

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Collins, Kristie

From: Niblett, Kate
Sent: Friday, 29 May 2009 4:39 PM
To: Cate, Paul
Subject: FW: Fluoridation training
Follow Up Flag: Follow up
Flag Status: Red

From: Brett Myatt [mailto:bmyatt@seqwater.com.au]
Sent: Fri 29/05/2009 4:18 PM
To: Niblett, Kate
Cc: kate niblett
Subject: FW: Fluoridation training

Kate,

Sorry but if it is not too much work, could you do a Statement of Attainment by say Monday for s.73(1) - Irreleva
s.73(1) - Irrela and s.73(1) - Irrelevant inform. The ones I have for those are different because one has the result but not the statement and it would be good (but not essential) to have them all the same.

Thanks again
 Brett

Brett Myatt
 Central Operations Manager
 QLD Bulk Water Supply Authority trading as Seqwater



Ph (07) 3437 4010 | Fax (07) 3437 4009 | M 0404 013 796 | E bmyatt@seqwater.com.au
 Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia
 PO Box 16146, City East QLD 4002
 Website | www.seqwater.com.au

From: Brett Myatt
Sent: Friday, 29 May 2009 8:55 AM
To: Niblett, Kate
Cc: Rodger, Ana; Raymond Stephenson; Simon Angus; Toni Lake
Subject: RE: Fluoridation training

Kate,

Thank you again for your fast response the other day – much appreciated.

I would like to request some additional material though.....

- 1) I would like to see if I can get a copy of the Web site training material and any handouts etc that

relates to: (could be electronic or paper whatever is easier:

- regulatory requirements for the Operators to record on form 4a daily,
 - requirement to record water fluoridated, fluoride used, calculate dose etc on this form
 - taking and testing daily sample; recording on form 4a
 - Operator response to discrepancy between daily sample result and calculated fluoride dose
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- 3) Face to Face Training Record Form (Attendance Signatures of Face to Face Training): We think we have copies of these – I have one form already that has three of the names I need. But if we cannot source internally, Ray will contact you to see if we can source a copy of these attendance records from you.

Thanks again for your help

Regards

Brett Myatt
Central Operations Manager
QLD Bulk Water Supply Authority *trading as Seqwater*



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PO Box 16146, City East QLD 4002
Website | www.seqwater.com.au

From: Niblett, Kate [<mailto:Kate.Niblett@deta.qld.gov.au>]
Sent: Tuesday, 26 May 2009 5:52 AM
To: Brett Myatt
Cc: Rodger, Ana
Subject: Fluoridation training

Good morning Brett

I have sent through to you the following:

1. P/point presentations provided at the face to face training (3 files)
2. Reporting forms provided at the face to face training/ on-line
3. Assessment forms provided at the face to face training / on line

These are the originals, but bear in mind that at the time the face to face training took place the code of practice and regulations were in draft format and were being revised on an almost daily basis by Qld Health. To cover this we loaded the changes into the learning management system and advised students by email that changes had been made.

I have not included the list of questions that students were required to answer as part of the assessment, but if you require this as well please let me know.

(Ana

Brett is requiring this in response to the regulator as a result of a fluoride incident at North Pine. I may require access to Janison to enable me to answer any further questions. I will advise you if this is necessary.)

Brett - give me a call if you want anything else, I am in the city all day so we can meet if necessary

Regards
Kate

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Collins, Kristie

From: Niblett, Kate
Sent: Wednesday, 3 June 2009 2:38 PM
To: Leeson, Helen
Subject: FW: Fluoridation training

Hi Helen

Havent heard from Alan today regarding Jansion access. Would you mind giving him a bell to remind him

Thanks
 kate

From: Niblett, Kate
Sent: Wed 3/06/2009 7:34 AM
To: Leeson, Helen
Subject: RE: Fluoridation training

Thanks Helen. I will send through what we have and see what happens. What is the process for them to get a copy of the SoA? As this is the first incident, I suspect the regulator is being particularly difficult (flexing their muscles, so to speak) and I also know that SEQWater is looking for an avenue to spread the blame. Therefore I am trying to be oh-so-careful and demonstrate that we have adequately trained the operators.

I dont quite know what I am looking for in Janison. If I did it would be easy just to ask Tracie. Over the weekend I provided them with the information on reporting, and they have come back asking for more.

I'll send you an email when I find what I am looking for

REgards
 Kate

From: Leeson, Helen
Sent: Tue 2/06/2009 5:15 PM
To: Niblett, Kate
Cc: Regan, Tracie
Subject: RE: Fluoridation training

Hi Kate

Unfortunately a copy of the SOA has not been kept for these two particular students. I have been advised that all other students have this on file. I have missed Alan, so will try to organise access in am. Is there anyway that Tracie can get what you need as then you will have this tonight.

Great about having some news on dates and students as we are rearing to go. No problem with you talking with Tracie around any changes.

Regards

Helen

Helen Leeson | Faculty Manager | Personal Services, Maritime and Environment | Wide Bay Institute of TAFE
 Phone: (07) 4120 2593 | Mobile: 0409 193 894 | Fax: (07) 41202575 | LMB 279 Maryborough 4650

From: Niblett, Kate
Sent: Tuesday, 2 June 2009 9:17 AM
To: Leeson, Helen
Cc: Rodger, Ana
Subject: RE: Fluoridation training
Importance: High

Thanks Helen

Brett doesn't necessarily require a re-issue; a scan of the original SoA would be fine. Ana arranged a scanned copy for three other students last week - so it appears that this can be provided without requiring the original documents.

Could you also arrange for access to Janison again for a few hours. Brett has requested some additional information which will require me to go in and hunt.

The fluoride incident has highlighted a couple of changes that need to be made to the on-line course before the next round commences. We still don't have a definite start date but I have requested that information and will liaise with all the stakeholders today. Hopefully I should have some news on dates and student numbers this week.

Are you happy to allow Tracie and I to meet to discuss the changes that are required?

REgards
Kate

From: Leeson, Helen
Sent: Mon 1/06/2009 1:23 PM
To: Niblett, Kate
Subject: RE: Fluoridation training

Hi Kate

I have attached the Result of Assessment for s.73(1) - Irrelevant information and s.73(1) - Irrelevant inform

The Statement of Attainment is a little more complicated. The SOA is a controlled document and if it is to be re-issued, the original document which has been sent to the students would need to be returned. Is it possible for Brett to obtain a copy of this directly from the students?

Regards

Helen

Helen Leeson | Faculty Manager | Personal Services, Maritime and Environment | Wide Bay Institute of TAFE
Phone: (07) 4120 2593 | Mobile: 0409 193 894 | Fax: (07) 41202575 | LMB 279 Maryborough 4650

From: Niblett, Kate
Sent: Monday, 1 June 2009 9:07 AM
To: Leeson, Helen
Subject: FW: Fluoridation training

Hi Helen

Could you please arrange these two as well. Please note time requirement.

Thanks
Kate

From: Brett Myatt [mailto:bmyatt@seqwater.com.au]
Sent: Fri 29/05/2009 4:18 PM
To: Niblett, Kate
Cc: kate niblett
Subject: FW: Fluoridation training

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Thanks again
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Thanks again for your help

30/09/2009

DET RTI Application 340/5/1797 - File A - Document No. 243 of 991

Regards

Brett Myatt
Central Operations Manager
QLD Bulk Water Supply Authority *trading as Seqwater*



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(Ana
Brett is requiring this in response to the regulator as a result of a fluoride incident at North Pine. I may require access to Janison to enable me to answer any further questions. I will advise you if this is necessary.)

Brett - give me a call if you want anything else, I am in the city all day so we can meet if necessary

Regards
Kate

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Collins, Kristie

From: Regan, Tracie
Sent: Tuesday, 9 June 2009 1:19 PM
To: Leeson, Helen; Cate, Paul; Ray Stephenson SEQWater (rstephenson@seqwater.com.au)
Subject: FW: Fluoride NWP276A new version ready

Hi Helen/Paul
can you provide Ray with some advice regarding his query? Thanks

Ray
you can ring me on [s.73(1) - Irrelevant] a/hrs [s.73(1) - Irrelevant information]
Also, can you contact [s.73(1) - Irrelevant inf] (Banana Shire) who is waiting on a resubmission being marked (I think).
Thanks

cheers

Tracie Regan, Senior Training Consultant, Wide Bay Institute of TAFE
ENABLING EDUCATORS | SUPPORTING STUDENTS | Innovative for the Water Industry
ph 07 4150 5845 | fax 07 4150 5892 | Mobile 0418 743 261 | postal: LMB 279 Maryb

From: Raymond Stephenson [mailto:rstephenson@seqwater.com.au]
Sent: Tue 09/06/2009 12:12 PM
To: Regan, Tracie
Subject: RE: Fluoride NWP276A new version ready

Thanks Tracie,

I'll log in and check it out tonight.
When do you think the new group might start?

[s.73(1) - Irrelevant information] please send me your afterhours land line and I'll call you at an agreed time.

Also, has Helen made any progress re an individual contract?

Regards

Ray

From: Regan, Tracie [mailto:Tracie.Regan@deta.qld.gov.au]
Sent: Tuesday, 9 June 2009 12:07 PM
To: Shang, Nicole; Handyside, Alan P; Raymond Stephenson
Subject: Fluoride NWP276A new version ready

Hi Nicole
I have added the updates and revised assessment tools for the new enrolments into NWP276A. Note I have hidden the 2008-relevant pages using the 'configure module' option.

Can you give Ray Stephenson access to the new groups so he can familiarise himself with the new online assessments and changes to navigation.

Ray, all assessment is now submitted online and you must also provide feedback online. If you want some refresher training on how to do this we will need to set up an agreed time (perhaps using Skype after work?). The Fluoridation groups are still in the Widebay TAFE Janison site.

Alan, can you clone the developer group one more time and name this 'Water Industry Training (Fluoridation) - RPL', thanks. I will then hide the pages according to enrolment type.

Tracie Regan, Senior Training Consultant, Wide Bay Institute of TAFE
ENABLING EDUCATORS | SUPPORTING STUDENTS | Innovative for the Water Industry
ph 07 4150 5845 | fax 07 4150 5892 | Mobile 0418 743 261 | postal: LMB 279 Maryb

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Collins, Kristie

From: Regan, Tracie
Sent: Wednesday, 10 June 2009 10:59 AM
To: Cate, Paul; Leeson, Helen; Schwenke, Trevor; Shang, Nicole
Subject: URGENT! Fluoridation training and SEQ Water incident
Importance: High

Fraser Gifford from QLD Health (mob 0438 144 631) is investigating the recent fluoride incident and has asked for access to the training resource provided by WBIT. He asked whether we related the training resource to the Code of Practice and I explained that the course content was mapped to this document, revisions made as the Code changed during late 2008, and referenced directly throughout the resource and assessments. The learning resource was also validated by the Fluoridation group, and the assessment tools moderated by Townsville Council. Fraser is conducting interviews with the SEQ Water operators and would like to know what they were trained in before having this discussion. He is particularly interested in the reporting of variances aspect.

I have tentatively approved 1 month's access to the SEQWater group. Before this is given, are there any concerns I should be aware of? Who advises Kate of this step?

Nicole, given I have just made the changes in Janison to the group 'Fluoride Developers' for the new enrolments, has this affected the original group (another words, do I have to reset the structure to reflect the 2008 course?)

Approval to provide this access, and for Kate to be made aware of this discussion.

Thanks

Tracie

Collins, Kristie

From: Regan, Tracie
Sent: Monday, 29 June 2009 10:02 AM
To: Niblett, Kate; Morgan, Denise; Cate, Paul
Subject: RE: Minister takes action over North Pine fluoride incident

Thanks Kate
this is somewhat reassuring, although I am anxious to implement any changes as soon as possible.

I would also like to thank you for your efforts in handling this incident - you have done a diplomatic job as usual.

Denise, Paul
I have saved the reports and will review them this week to identify obvious areas of improvement - perhaps clearer linking to the new Water (Supply & Reliability) Act 2008 would be a start.

Tracie Regan ext 5845 or phone 07 4150 5845

From: Niblett, Kate
Sent: Monday, 29 June 2009 9:29 AM
To: Hepworth, Ross; Rodger, Ana; Schlanger, Linda; Lawrence, Ian; Leeson, Helen; Regan, Tracie; Butler, Jenny
Subject: Fw: Minister takes action over North Pine fluoride incident

Good morning all
For those of you who may have the news report on the weekend that claimed that training contributed to the North Pine fluoride incident, the press release and report are linked below.
In short, the training which Tafe delivered was not questioned by the report. The report focusses on the equipment specific training which should have been provided by the equipment suppliers and installers. However, as a result of this exercise a number of small improvements have been identified which will be incorporated in the next round of training. I will discuss this with WBIT and STA over the coming week

Regards
Kate

From: Lynne Dixon <Lynne.Dixon@dip.qld.gov.au>
To: Niblett, Kate
Sent: Mon Jun 29 09:04:49 2009
Subject: FW: Minister takes action over North Pine fluoride incident

Good Morning Kate,

Press release below with a link to the reports.

Cheers

Lynne

Lynne Dixon
Director, Infrastructure Services

Department of **Infrastructure and Planning**

tel +61 7 3898 0450

fax +61 7 3898 0486

post PO Box 15009 City East Qld 4002

Level 4 | Cromwell House | 200 Mary Street | Brisbane Qld 4000

lynne.dixon@dip.qld.gov.au

www.dip.qld.gov.au

From: statements@qld.gov.au [mailto:statements@qld.gov.au]

Sent: Friday, 26 June 2009 2:19 PM

To: Lynne Dixon

Subject: Minister takes action over North Pine fluoride incident

Minister for Natural Resources, Mines and Energy and Minister for Trade

The Honourable Stephen Robertson

26/06/2009

Minister takes action over North Pine fluoride incident

Natural Resources, Mines and Energy Minister Stephen Robertson has today put Seqwater on notice over their handling of a fluoride overdosing incident in April this year.

The official warning comes after an independent report into the event at North Pine Water Treatment plant found that Seqwater had failed to properly manage fluoride levels.

"Water expert, Adjunct-Professor Mark Pascoe from the International Water Centre was commissioned to conduct the independent investigation after conflicting and delayed information was provided on the incident in May," Mr Robertson said.

"Mr Pascoe found the overdosing occurred as a result of equipment failures to which the operators did not respond appropriately.

"The actions of Seqwater in this event are totally unacceptable.

"Today I have written to the board of Seqwater to express my disappointment over this incident and ordered them to immediately improve key aspects of their operation.

"While the report found the design of the fluoride dosing facility at North Pine was adequate, it noted that it did not adhere to the Water Fluoridation Regulation requirements."

Seqwater also failed to immediately notify the Office of the Water Supply Regulator of equipment malfunctions at North Pine Water Treatment plant, which is a breach of the Water Supply (Safety and Reliability) Act 2008.

The water entity was also found in numerous breaches of the Water Fluoridation Act 2008.

Linkwater, the entity which took the sample that identified the high levels has also been found to have committed a breach by not informing the regulator in the required timeframes.

"Seqwater has now been put on notice to lift their game," Mr Robertson said.

"Seqwater and Linkwater must now report, on a monthly basis, to the State Government to ensure they are implementing the regulators directions and the recommendations relating to them from the Pascoe report.

"This report is about getting to the bottom of what happened and finding ways to prevent it from happening again.

"It was very fortunate that no-one had adverse health effects from this incident, however I acknowledge it has dented the community's confidence in their drinking water supply.

"This is something Seqwater, Linkwater and other water entities throughout the state will have to work hard to regain. Public confidence in our drinking water supplies is paramount.

"I will also be writing to all drinking water providers in the state and providing them with a copy of the Mark Pascoe report to ensure these lessons can be learnt from as widely as possible.

"While this incident is concerning, it does not concern me in relation to the benefits of fluoride in our drinking system.

"The Bligh Government remains committed to the state-wide roll-out of fluoride as it is one of the most significant public health measures undertaken in Queensland in many decades."

Reports from Mark Pascoe, Queensland Health and the Office of the Water Supply Regulator are available online at www.derm.qld.gov.au

A summary of recommendations contained in the Pascoe Report, along with actions the regulator has instructed Seqwater and Linkwater to undertake, are attached.

Media: Minister's Office :- 3225 1819

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Leeson, Helen

From: Niblett, Kate
Sent: Thursday, 2 July 2009 2:50 PM
To: Regan, Tracie; Leeson, Helen; Norman, Donna; WBIT, Water
Cc: Rodger, Ana; Schlanger, Linda (SECRET)
Subject: RE: Information sheet for IPMG

Thanks Trace for your comments:

1. I am aware of the changes to NWP276 (it is still an "A" on NTIS) but until this is changed on NTIS we can't make any changes in the info sheet. But I'm happy to amend the wording as you suggest
2. The report last Friday referred to lack of site specific training by the installers. To ensure that this occurs and is understood by both the PPWS and the contractors, my re-write specifically refers to on-site **familiarisation** of the equipment by the installer and familiarisation with the SOPs and OH&S policies by the PPWS. I think we have to be wary of the use of the word "training" in relation to the installation contractors. As part of the regional tender process for equipment, contractors are quite clearly required to carry out a "familiarisation process". I understand that neither the third party report or observation check list is required, however I think everyone concerned would be more comfortable if we continued to include it (to keep the installers honest). If there is an incident I'd like to think we covered ourselves by having included those documents as supplementary evidence. What do you think?
3. With SEQWater we required operators to go on-line and complete the test prior to installation and commissioning. In the T&A design it was thought that if they had the underpinning knowledge prior to operating the equipment, the risk would be mitigated. That is why we have suggested they commence training 6-8 weeks prior to commissioning. Is there a problem with this?
4. I'll remove the reference to experience on-line learning
5. Supplementary face to face training may be provided by Simmonds and Bristow who provided a price as part of the EOI process.
6. As you are aware, student name and results are to be provided to Sunshine Coast and may in certain circumstances (e.g. an enquiry such as we have just seen) need to be provided by DIP, QHealth and DERM. Therefore a release form will need to be signed by students.
7. Will re-visit the flow chart
8. Will include info on Attainment / Attendance but don't want this to get too bogged down as they have a bucket load of info to get their heads around. I'd prefer to see that managed at the enrolment stage, if possible. Are you comfortable with this?
9. The Water Supply Reliability Act is the \$64,000 question. At this stage I am inclined not to go there unless directed by DIP/QHealth/DERM etc. We mention the Regs and code of practice which relate specifically to fluoride and training and I think for regional councils that should be enough.

Let me know what you think

Regards
 Kate

From: Regan, Tracie
Sent: Thu 2/07/2009 1:53 PM
To: Niblett, Kate; Leeson, Helen; Norman, Donna; WBIT, Water
Subject: RE: Information sheet for IPMG

Hi Kate (everyone)

Please note that NWP276A will soon become NWP276B and be moved to the Certificate III level (even

though the code remains with a '2' prefix). This is part of the revision of NWP07 currently before DET and should soon be released on ntis. When that occurs we will have to adjust everything accordingly.

I have a few comments:

I suggest you amend the wording in the first para to:

...nationally recognised unit of competence (NWP276A Monitor, operate and report on fluoridation systems). This unit of competence is from the national Water Operations training package.

also on the first page please amend the wording and reorder the paragraphs relating to assessment and issuing of attainments:

The underpinning knowledge component of the training will be delivered and assessed on-line. The practical component is supported using onsite training provided during the commissioning stage of the installation, and assessed through a portfolio of evidence based on workplace documents and required fluoridation reports. This portfolio is scanned and uploaded for consideration by the assessor.

When operators have successfully met the outcomes for this unit they will be issued with a Statement of Attainment.

Page 2:

** Operators should complete an on-line test prior to the commencement of equipment commissioning*

Is this a new requirement? How will this be managed?

While the fluoridation equipment is being commissioned an observation check list and third party report will be signed off by the equipment installers.

As you know this did not occur during the Group 1 project and I is non-assessable. I would prefer this para be omitted.

Kate, no one participated in the 'to experience online learning ...' group - can you also remove this reference. I can arrange this upon request.

Supplementary face-to-face training may be provided... this was not included in our tender and any reference should be removed, thanks

Page 4:

Third Party Release Form - is DIP expecting any student detail in reporting? If the student name or number or result is to be reported I feel another release form should be signed so the student is aware of this exchange of information.

Page 5:

item 6: it should be clear which documents are supplementary and non-assessable.

Page 6: The flowchart refers to page 2 and 3 which are not included. I suggest this chart be amended to reflect recent changes.

I would also like it to be made clear upon enrolment whether a statement of attainment is the required outcome, some non-operator staff may elect to do the knowledge component only. This is not clear as an option in the attached document.

Finally, The reports into the SEQWater incident revolved around compliance with Water (Supply & Reliability)

Act 2008 - this is not mentioned in this document and not much is covered in the resource. Did you want to review that aspect first?

thanks

Tracie Regan, Senior Training Consultant, Wide Bay Institute of TAFE
ENABLING EDUCATORS | SUPPORTING STUDENTS | Innovative for the Water Industry
ph 07 4150 5845 | fax 07 4150 5892 | Mobile 0418 743 261 | postal: LMB 279 Maryb

From: Niblett, Kate
Sent: Thu 02/07/2009 1:06 PM
To: Leeson, Helen; Regan, Tracie
Subject: Information sheet for IPMG

Good afternoon

Please see the attached information sheet which is the version that is currently going out to all the PPWS. In line with Qld Health report on the North Pine fluoridation incident all of our documentation is being reviewed and updated where necessary.

Would you please review the attached document and check contact details, phone numbers etc to ensure they are current.

If you identify any changes could you please email me before COB 09/07/09

Regards
Kate

Fluoridation Operator Training Information Sheet

Water Fluoridation Regulation 2008 operators of a fluoridation plant must have the necessary training, knowledge and experience. The *Water Fluoridation Code of Practice 2008* states that the necessary training can be obtained through the nationally recognised unit of competence (AQF376A, Monitor, operate and report on fluoridation systems). This unit of competence is from the subsector 11 in Water Industry Operations.

TAFE Qld training for your operators will be co-ordinated with the construction and commissioning of your equipment. Each water treatment plant will be subsidised for two training places during the installation period. You may choose to train more than two operators but that will not be subsidised by the Queensland Government and will be at your cost.

When operators have successfully completed all the required assessment they will be issued with a Statement of Attainment, which shows they have the necessary skills and knowledge.

The theory component of the training will be completed on-line, with a practical component being completed during commissioning.

Operators will need an email address and a computer with internet access. The training is web based so it can occur in the workplace, at home or even at a local library, wherever the operator has access to the internet.

Attached to this document you will find student details forms and a form of agreement. Please complete and return to:

External Delivery Unit
Wide Bay Institute of TAFE
LMB 279
Maryborough QLD 4650

Or Fax to 07 4123 4184

A flow chart and Frequently Asked Question are attached to assist your operators in completing the enrolment process.

1300 656 188

www.widebay.tafe.qld.gov.au



TAFE Queensland
Queensland Government

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FAQs

Frequently Asked Questions

Do I really have to do the course?

If you are a public potable water supplier (PPWS) operating a fluoridation plant then, your operators must have the necessary training. Queensland Health considers that the nationally recognised unit of competence **NWP276A – Monitor, operate and report on fluoridation systems**, would satisfy this requirement and this is stated in The *Water Fluoridation Code of Practice 2008*. It is also a requirement that each person involved in operating the fluoridation plant has the necessary training, skills and knowledge. It is recommended that a minimum of two people be trained.

Who should do the course?

If you are operating a fluoridation plant then your operators should be trained. There may be others in your organisation who may also benefit from this training, such as maintenance or service personnel; OH&S practitioners; laboratory technicians testing water quality or engineers.

How is the training provided?

The training is provided on-line using a facilitated learning resource. Operators will learn about:

- Fluoride – its chemical composition and where it is used
- The reason for its introduction to Queensland's drinking water
- Working safely with fluoride – use of PP&E, safe unloading and storage, preventing cross contamination
- What to do in the event of an accident or incident
- Material Safety Data Sheets
- Safe Dosing – raw water, under and over dosing, calculations and measurement
- Testing and reporting fluoride levels
- Requirements under the *Water Fluoridation Regulation 2008* and the *Water Fluoridation Code of Practice 2008*
- Operators should complete an on-line test prior to the commencement of equipment commissioning.

While the fluoridation equipment is being commissioned an observation check list and third party report will be signed off by the equipment installers. Participants will also collect some typical examples of workplace documents which they should have completed in the course of their routine work.

Students will be supported by an on-line industry teacher who is available to answer queries and provide assistance.

To experience on-line learning go to: <http://tinyurl.com/wbit-fluoro>.

Supplementary face-to-face training may be provided. Please contact Kate Niblett for further details on 0438 160 232.



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FAQs

Frequently Asked Questions

The optimal time to commence training is 6 – 8 weeks prior to the installation and commissioning of your fluoridation equipment. This will allow operators to complete the theory component of the course and to work through the practical tasks when the equipment is installed. The information gained in the theoretical component of the course will be current and relevant as operators apply their learning. Four courses will be run each year in:

- February – April
- April – June
- July – September
- September - November

Operators should choose the course which commences at least 6 – 8 weeks prior to the anticipated commissioning date and contact Wide Bay TAFE with their preferred course.

Do I need training if I am working at an existing fluoridation plant?

Some plants in Qld have been previously fluoridated. Operators working in one of these plants will still need to demonstrate that they have the necessary training, skills and knowledge to operate these plants. Your operators have twelve months from the introduction of the Water Fluoridation Regulation 2008 to complete training. Operators will need to enrol and complete all the assessments. However, based on operator experience, they may be able to complete the process more quickly.

What if I already have a Water Industry Qualification?

If operators already possess a Water Industry qualification you will need to check the Statement of Attainment which was issued by the registered training organisation. If the list contains the unit of competence NWP276A (Monitor, operate and report on fluoridation systems) then operators will not need to do the course. They will however need to provide the water supplier with a copy of the statement so they can demonstrate compliance with the legislation.

If NWP276A does not appear on the statement of attainment the operator will still need to complete this training, even though they already hold a Certificate.

Who pays for the course?

The PPWS should pay for the course. The information pack contains a quotation for training and a form of agreement to be signed by the employer which will allow TAFE Qld to invoice the PPWS for the training.

Operators are not personally responsible for costs associated with this course. The training is being offered in conjunction with the Queensland Government and will be subsidised as part of the state wide fluoridation project.



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FAQs Frequently Asked Questions

What subsidy is available?

Upon satisfactory completion of the training the PPWS can apply to the Queensland Government to provide subsidy for two workers for each nominated water treatment plant. The PPWS will need to produce a copy of the operators' statement of attainment to be eligible for the training subsidy.

For further information go to the Department of Infrastructure and Planning website:

<http://www.dip.qld.gov.au/projects/water/water-fluoridation.html>

Or

Department of Local Government, Sport and Recreation at <http://www.lgp.qld.gov.au>

How do I enrol an Operator?

A TAFE Qld personal details form is attached to this information pack. Please complete one form for each employee undertaking training. As the course is an on-line course, it is essential that an email address is included and internet access confirmed.

A Form of Agreement is also attached giving Wide Bay TAFE permission to invoice the PPWS for training. Please fill this out with numbers of students and contact details for the responsible person within the organisation.

A Third Party Release form is also provided. This form must be signed by the operator to allow TAFE to provide their employer with copies of their Statement of Attainment.

What if our Operators don't have very good computer skills?

The on-line course has been deliberately designed for participants with minimal computer skills. Once they have logged onto the site they only require simple mouse skills. The course facilitator will provide an on-line induction with each participant showing them how to move around the screen and where to access the learning content and assessment resources.

What if some of our operators have difficulty reading and writing?

Where students indicate they require learning support, Wide Bay Institute of TAFE will arrange appropriate support in consultation with the PPWS.

If I need more information about TAFE Qld Training?

About the Course or about prior qualifications:

Tracie Regan PH (07) 41505845
email: tracie.regan@deta.qld.gov.au

About Enrolment:

Mary Ward PH (07) 41202526
Email: mary.ward@deta.qld.gov.au



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FAQs Frequently Asked Questions

What do I do next?

Determine which operators will undertake training

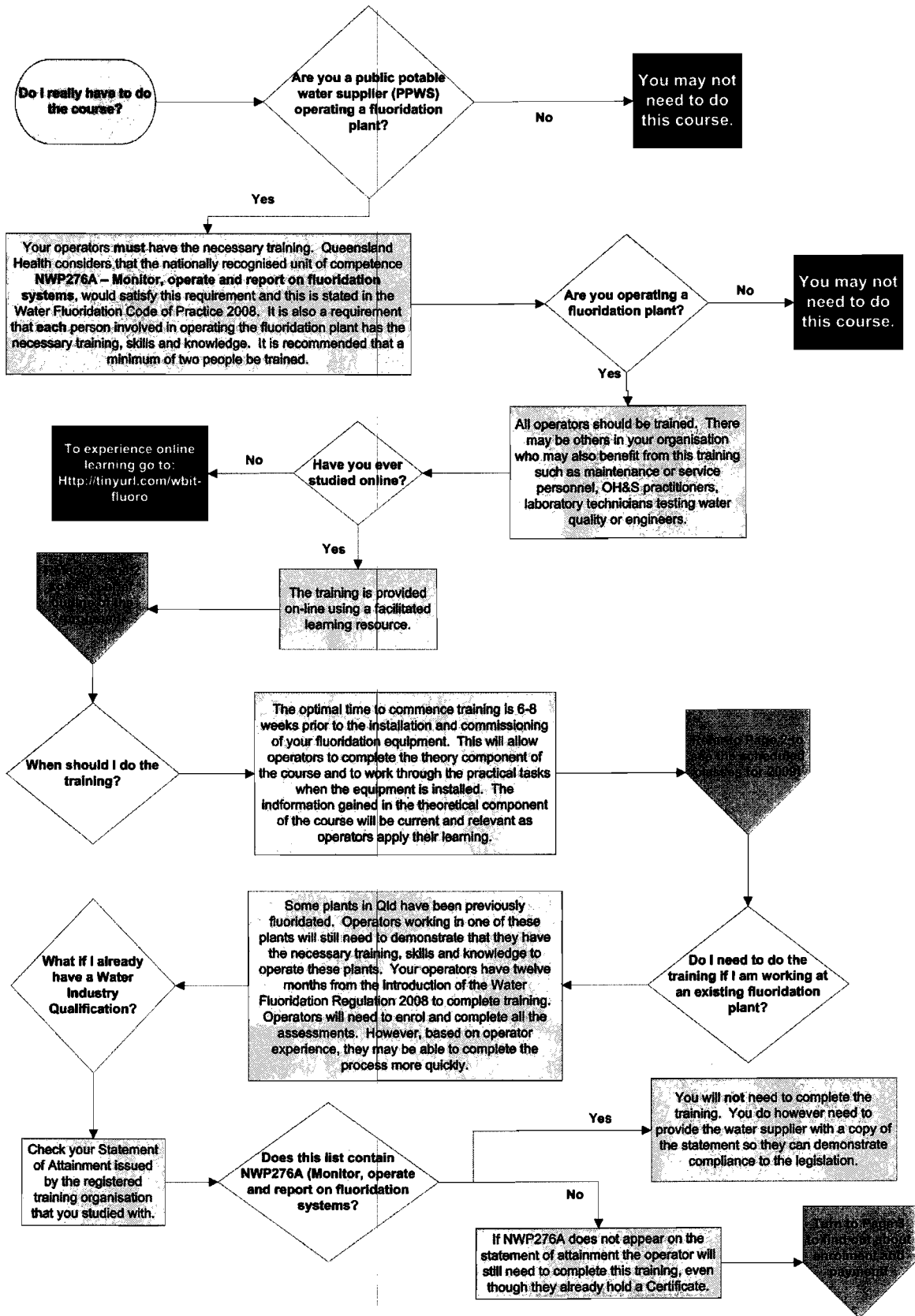
1. Check if they have prior qualifications (NWP276A Monitor, operate and report fluoridation systems)
2. If not, fill out the student personal details form and the form of agreement and remit to External Delivery Unit, Wide Bay TAFE, LMB279, Maryborough 4650
3. Operators will receive a log on and password once their enrolment is confirmed
4. Operators will be contacted by their teacher for an on-line induction
5. Operators complete their studies
6. During commissioning, operators submit:
 - (a) Observation form
 - (b) Documentary evidence
 - (c) Third party report
7. Upon successful completion operators will receive a Statement of Attainment
8. Submit copies of Statement of Attainment to IPMG with your final submission



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Fluoridation Operator Training Customer Information Flowchart



Learn from industry professionals

Leeson, Helen

SKILLSTECH

From: Niblett, Kate
Sent: Friday, 10 July 2009 10:11 AM
To: LaBruniy, Toni; Rodger, Ana; Lawrence, Ian; Schlanger, Linda; Leeson, Helen; tracie.regan@deta.qld.gov.au; s.47(3)(b) - Contrary to Public Interest
Attachments: Record of discussion with Brett Myatt 07_07_09.doc

Dear All

Please find attached a record of the discussion I have with SEQWater this week regarding there requirements. As the discussion was preliminary, this document is not to be regarded as a final scope of work - simply the basis for today's VC discussion

REgards
Kate

**Record of discussion with Brett Myatt, SEQ Water 07/07/09
Training Requirements**

1. SOP's Fluoride

Development and face to face delivery of a short course on SEQWater's SOP's for fluoridation to include: start up/ shut down/Response to alarms/ Isolation.

Training materials to be suitable for face to face and on-line delivery through SEQWater intranet and to include summative assessment.

Delivery to commence 1/09/09 and to be completed 30/09/09

2. Fluoride Refresher

Development and face to face delivery of a short refresher course in fluoridation based on significant content from previous delivery.

Training materials to be suitable for face to face and on-line delivery through SEQWater intranet and to include summative assessment.

Delivery to commence 01/09/09 and to be completed 30/09/09

3. Water Supply (Safety and Reliability) Act

Development and delivery of a very short course based on the Water Supply (Safety and Reliability) Act specifically to include reporting processes. It is intended that this content will relate to SEQWater's HACCP plans.

Training materials to be suitable for face to face and on-line delivery through SEQWater intranet and to include summative assessment.

Delivery to commence 01/09/09 and to be completed 30/09/09

The above three would be developed as three separate topics but could be delivered as part of a single training session.

4. Refresher on Regulations and Code of practice.

Development of training materials suitable for face to face or on-line delivery on SEQWater's intranet, based on the fluoridation Regulations and code of practice.

To include summative assessment.

5. Fluoride Kit

Development of training material based on the operations manuals of the installed fluoride equipment. Kit to include information such as a trouble shooting guide.

To include summative assessment.

6. Drinking Water Management Plans

Development of training material based on drinking water management plans which can be delivered either face to face or on SEQWater's intranet. Material to include sub-topics for each treatment plant.

To include summative assessment.

Training materials to include:

- P/point or HTML pages suitable for face to face or intranet presentation
- Teacher guides
- Assessment
- Assessment marking guides
- Assessment to be mapped to Performance Criteria

Further discussion to include:

1. Development of a training and assessment strategy with TAFE Qld based on the use of workplace based assessors and RPL for experienced workers.
2. Evaluation of funding opportunities for SEQWater staff training

Leeson, Helen

From: Rodger, Ana
Sent: Monday, 13 July 2009 2:45 PM
To: Regan, Tracie; Leeson, Helen
Subject: FW: What Kate did last week

Fyi and yes I did provide feedback re the MOU to Kate (after our discussion last week Helen)

thanks

Ana Rodger | Director, Education and Training
 Wide Bay Institute of TAFE
 PO Box LMB 279 Maryborough Q 4650 | Phone: (07) 41202501 | Fax: (07) 41233002 |
 Mobile: 0418 758985 | Email: ana.rodger@deta.qld.gov.au | Web: www.widebay.tafe.net
"A clever, skilled and creative Queensland"

From: Niblett, Kate
Sent: Monday, 6 July 2009 10:46 AM
To: Rodger, Ana; Lawrence, Ian; Schlanger, Linda
Subject: What Kate did last week

Good morning All

1. Following the Pascoe report on the fluoride incident at North Pine much of the week was spent in teleconferences with various stakeholders regarding changes to both learning content and information provided to utilities. Generally TAFE came out looking OK, but we need to be aware that SEQWater has been required to make a range of changes to their policies and procedures and that impacts on us. Discussions with DIP/WBIT/QHealth/DERM/SEQWater continuing
2. SCIT has sent through their paperwork for water industry registration.
3. Tentative arrangements have been made for a meeting between WBIT and qldwater to showcase their on-line product for 13th. Still waiting for confirmation.
4. Tentative arrangements for meeting with Veolia for same date to look at joint product development for Cert III treatment units.
5. On-going discussion with SATafe regarding joint product development of Cert III units. They have some Flex Learning funding which perhaps we can tap into
6. Arrangements for meeting Watertrain now finalised. TAFE contingent will include: Ana, Helen Leeson, Jenny Butler, Kareen Dwyer, Ian Lawrence (?), Tony LaBruiney (?). Please advise if there is anyone else I should include.
7. FYI Discussion with Jenny Dodd (Flexible Learning Framework) this morning regarding IP. Qldwater are concerned with TAFE's ownership of fluoride IP and have asked Jenny Dodd to intervene with Rod Arthur. Not sure where this is going except that it flags concerns by qldwater around individual institutes owning IP.
8. Meeting held last week to identify appropriate workplace assessors in SEQld. The process being developed will assist in statewide identification and documentation. Still some work needs to be done in educating industry in suitability, AQTF requirements etc
9. Have not had any feedback apart from Linda on the MOU with Qld Water. If I dont receive any feedback by COB today I will assume you are happy with the document and Linda's comments and proceed with a further draft

Regards
 kate

Leeson, Helen

From: Rodger, Ana
Sent: Wednesday, 8 July 2009 6:08 PM
To: Niblett, Kate; Leeson, Helen
Subject: Re: Training for SEQWater

Hi Kate

Will get on to this straightaway in the morning...have ccd Helen L..

Will ring you tomorrow

Thanks

Ana

From: Niblett, Kate
To: Lawrence, Ian; Rodger, Ana; Schlanger, Linda
Sent: Wed Jul 08 15:38:03 2009
Subject: Training for SEQWater

Good afternoon all

As a result of the fluoride report on North Pine Dam I have been approached by SEQWater to provide a quote for the development and delivery of some training programs to commence before 1 Sept. This will be separate to the training which will commence later this year to the remaining treatment plants in SEQWater jurisdiction.

It is however a "tip of the iceberg" situation as I have also been discussion a long term training and assessment strategy for their organisation. This is a real opportunity for TAFEQld to embed itself into SEQWater.

Given the short time frames can we arrange a short meeting to familiarise ourselves with their immediate requirements on Friday 10/07/09. Either a TC or VC would be fine. I can attend in Maryborough or HB if that makes it easier.

Ana as the bulk of this work will most likely fall onto WBIT's shoulders would you be able to arrange a TC/VC. Ian, I believe Toni LaBruniy should probably attend. Linda can you please propose someone from Sunshine Coast.

I apologise about the short notice but the client has a problem and is in a big hurry.

Regards
Kate

Leeson, Helen

From: Niblett, Kate
Sent: Monday, 20 July 2009 1:49 PM
To: tracie.regan@deta.aqld.gov.au; Leeson, Helen
Cc: Cate, Paul
Subject: Fluoride update

Good afternoon

Below find an update on the regional areas currently involved in fluoridation:

Concept design approved by IPMG for GAWB

Concept design being assessed for Cairns, Mackay, Toowoomba.

Concept design expected from Rockhampton in 2-3 weeks.

Funding process, Ministerial approvals and agreements being drafted by DIP for all but Rockhampton.

This means that you should start to see enrolments rolling through for the regions above shortly. I am meeting with SEQWater, DIP, QHealth, DERM etc to identify what changes they want made following the Pascoe report. This will affect both the learning content and the information sheet.

As soon as I have that information we can decide if we hold enrolments off until the changes are made or proceed with the enrolments for the regions identified above while the changes are being made. I will be in contact later this week and we may need to have a TC/VC/F2f to decide the best way to proceed

Regards
Kate

Leeson, Helen

From: Norman, Donna
Sent: Tuesday, 28 July 2009 4:14 PM
To: rburch@seqwater.com.au
Cc: Leeson, Helen
Subject: Quote for Resource Development - Wide Bay Institute of TAFE on behalf of TAFE Qld.
Importance: High
Attachments: QUOTE_SEQ Water Resource Development.doc; FOA~SEQ Water Resource Development.doc

Dear Ralph

Please find attached a quote and Form of Agreement for resource development as discussed with Kate Niblett on behalf of TAFE Qld for SEQ Water.

Should you wish to accept this proposal please complete and sign the Form of Agreement and return via fax as indicated on this document.

Please do not hesitate to contact me should you have any questions regarding this proposal.

Cheers for now.

Donna Norman

Donna Norman | Director, Training Solutions | Industry Engagement and Marketing Unit | Wide Bay Institute of TAFE | LMB 279 Maryborough Q 4650 |
Phone +61 7 41202459 Fax +61 7 41202466 CRICOS Provider No. 02013A

28 July 2009

Mr Ralph Burch
Project Manager
SEQ Water
BRISBANE Q 4000

Dear Ralph

Wide Bay Institute of TAFE on behalf of TAFE Queensland thanks you for the opportunity to submit this quote for resource development in the topics listed below for your organisation.

As discussed with Kate Niblett, I have prepared a proposal designed to meet your needs in terms of desired services and value.

Staff

TAFE Queensland is able to draw upon the vast experience and resources of Queensland's largest training provider. Our highly qualified and experienced staff provide the skills and knowledge that will ensure the development of a industry relevant, quality product.

Details of Resource Development

Topic Details	Duration	Fee
Topic 1: Refresher of Fluoride Code of Practice and Regulations with emphasis on reporting; and Topic 2: Water Supply Safety and Reliability Act	Development to be completed by 28 th August, 2009	\$11,250.00

Timeframe

Development to be completed by 28th August, 2009.

Quotation validity

This quotation will remain valid for 30 days from the date herein.

Quality assurance

Wide Bay Institute of TAFE is currently operating a third party certified Quality Assurance System. This certification complies with the requirements of AS/NZS ISO 9001:2000 and is effective from 4 December 2007. The certification number is 7298.

All Mail

Locked Mail Bag 279
Maryborough Qld 4650
Australia

Web

widebay.tafe.qld.gov.au

Phone

1300 656 188

Bundaberg

Walker Street
Bundaberg Qld 4670
Fax 07 4150 5891

Gympie

71 Cartwright Road
Gympie Qld 4570
Fax 07 5480 3650

Hervey Bay

Urraween Road
Pialba Qld 4655
Fax 07 4120 6423

Maryborough

Nagel Street
Maryborough Qld 4650
Fax 07 4123 4184



TAFE Queensland
Queensland Government

Department of
Education, Training and the Arts

Goods and services tax

Where a goods and services tax (GST) is imposed in Australia and has application to any supply of a product or services in this contract, pay to Wide Bay Institute of TAFE (the Institute), subject to the Institute issuing a valid tax invoice, such amounts as the Institute shall, by law, be required to collect GST.

Confirmation of course particulars

It would be appreciated if you could notify Wide Bay Institute of TAFE as soon as possible in regard to and changes to the delivery of services. This will allow us time for preparation and organisation.

Confirmation of acceptance – method of payment

Acceptance of this offer shall be made in writing. For your convenience, a Form of Agreement is attached. Should you wish to accept this quote please complete, sign and return the Form of Agreement via fax prior to service commencement. Payment will be required as agreed on the Form of Agreement payment schedule.

We are very keen to deliver these services for you and will be happy to commence negotiations regarding a start date as soon as you have completed the attached Form of Agreement.

Cancellation/withdrawal clause

The organisation agrees to accept the terms and conditions as detailed below:

- a) **Refund if program or course cancelled by Institute Director**
 - If the Institute Director cancels a course before it starts, the Institute Director **must refund** the fees paid for the program or course.
- b) **Refund if enrolment cancelled more than 5 Days before program or course starts**
 - If a student cancels enrolment in a non-government funded course five days before it starts, the Institute Director **must refund** the fees the student paid for the program or course after deducting an administration charge of \$10.00.
- c) **Refund if enrolment cancelled less than 5 days before program or course starts**
 - If a student cancels enrolment in a non-government funded course less than 5 days before it starts or a student starts the course, the Institute Director **shall not refund** any fees and charges paid by/for the student and **shall not cancel any remaining payments** due in respect of the enrolment.
- d) **Refused applications for fee exemptions, refunds and time to pay**
 - If the Institute Director refuses a person's application for a fee exemption, refund or time to pay, the Institute Director must give the person written notice of the reasons for refusal.
 - The person may, within 7 days after the written notice is given, apply to the Institute Director for a reconsideration of the refusal.
 - An Institute staff member more senior than the staff member who refused the original application must reconsider the refusal.

All cancellation/withdrawals relating to non-government funded programs must be made on the prescribed form in accordance with the TAFE Qld Student Refund Policy.

If you require any further information or clarification, please feel free to contact me on **07 41202459**.

Citizenship of Participants

Please note that any participants covered by this agreement who are not Australian Citizens may not be eligible to receive training at the above quoted price. Should this situation arise, please contact the Administration Officer on the number below for further clarification.

Point of contact – acceptance of agreement

To allow us to offer you a point of contact once agreement has been accepted, you have been assigned to:

- **Donna Norman** on **07 41202459** for all program delivery issues.
- **Lorelle Nordling**, Administration Officer Sales and International on (07) 4120 2467 for all administrative and financial enquiries.

Again, thank you for allowing TAFE Queensland the opportunity to quote on providing you with high quality services.

Yours sincerely



DONNA NORMAN
Director, Training Solutions
Wide Bay Institute of TAFE

Form of Agreement

The organisation agrees to accept the terms and conditions as detailed below.



TAFE Queensland
Queensland Government

Department of
Education, Training and the Arts

Quote Date:	28/07/09	Quote expiry date:	28/08/09
Client Trading Name:	SEQ Water		
CEO/Manager/Owner Name:	Ralph Burch		
Position title:	Project Manager		
Signature:	_____		
Date:	_____		
Agreement start date:	_____	Agreement end date:	28/08/09

Details of Resource Development

Topic Details	Duration
Topic 1: Refresher of Fluoride Code of Practice and Regulations with emphasis on reporting; and Topic 2: Water Supply Safety and Reliability Act	Development to be completed by 28 th August, 2009

Total cost

\$11,250.00

Payment schedule

\$11,250.00 due on receipt of Tax Invoice

Billing details

Contact name:	Ralph Burch
Purchase order no (if applicable):	_____
Billing address:	_____
Town/State/Postcode:	_____
ABN:	_____
Phone:	_____
Mobile:	0423028194
Fax:	_____
Email:	rburch@seqwater.com.au

On completion, please return this form by fax to **(07) 4120 2466** or mail to:

Executive Support Officer
Training Solutions
Wide Bay Institute of TAFE
LMB 279
MARYBOROUGH QLD 4650

Leeson, Helen

From: Regan, Tracie
Sent: Wednesday, 5 August 2009 3:01 PM
To: Leeson, Helen; Rodger, Ana; Morgan, Denise
Cc: Shang, Nicole
Subject: FW: fluoride revisions

Helen, Ana, Denise

fyi

We have received a revised storyboard for Fluoride - this mainly consists of moving pages about, adding some new content, and changing the layout of each page.

Nicole and I have decided to use the most recent version eXelearning files; which will allow these tasks without too much headache. Nicole will also a new framework in WBIT Janison for this new version of Fluoride and we will give student access to this group to Brett Myatt, Toni Stiles and Kate N. This way we can work collaboratively and share the development as it progresses.

Brett is trying to get a teleconference together for this Friday (depending on his and Toni's availability): Nicole and I will both attend and work on this project in parallel so there is a smooth transition for Innovations and a sound understanding of the product for Nicole to be able to handle any last minute queries when I go on leave after Aug 21.

so far all under control :)

Tracie Regan ext 5845 or phone 07 4150 5845

From: Brett Myatt [mailto:bmyatt@seqwater.com.au]
Sent: Wednesday, 5 August 2009 1:26 PM
To: Regan, Tracie
Subject: FW: fluoride competency unit flowchart

Brett Myatt
Central Operations Manager
QLD Bulk Water Supply Authority trading as Seqwater



Ph (07) 3437 4010 | Fax (07) 3437 4009 | M 0404 013 796 | E bmyatt@seqwater.com.au
Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia
PO Box 16146, City East QLD 4002
Website | www.seqwater.com.au

From: Toni Stiles [mailto:Toni_Stiles@health.qld.gov.au]
Sent: Tuesday, 4 August 2009 10:39 AM
To: Daniel Field; Brett Myatt
Cc: Gregory Jackson
Subject: fluoride competency unit flowchart

Folks

please find attached the updated fluoride training competency 'flowchart' with notes from yesterday added in.

Brett - could you please have a chat with your colleagues and see if they are happy with this structure? We will do the same here. If we could reach agreement by tomorrow afternoon I can then forward the info to TAFE to allow them to get started on moving pieces around.

With regards to the content

Brett - I think you were going to review the sections under the facility design and construction section (QH will write the intro para)? QH will review the other bits as most of them directly relate to our legislation. We will then send over our rewrites for you to have a look at..... we are aiming to finalise this by 12th August . I have included page numbers for all of the sections, however, I think they will be out by about 7 pages on your copy.....

Does this sound like what we agreed to yesterday?

Thanks

Toni

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Leeson, Helen

From: Regan, Tracie
Sent: Friday, 7 August 2009 7:25 PM
To: Leeson, Helen
Subject: Re: SEQWater Topic 1 quote: further definition

Hi Helen

They just want a daily rate and pay afterwards depending on how long it took. I can't think it would be more than 2 days.

T.

Tracie Regan
Senior Training Consultant
Wide Bay TAFE
Work 0741505845
Mob 0418743261
This message was sent by Blackberry

From: Leeson, Helen
To: Regan, Tracie
Sent: Fri Aug 07 17:15:58 2009
Subject: RE: SEQWater Topic 1 quote: further definition

Hi Tracie

Have we more on this. I have not done anything about the quote yet.

Helen

Helen Leeson | Faculty Manager | Personal Services, Maritime and Environment | Wide Bay Institute of TAFE
Phone: (07) 4120 2501 | Mobile: 0409 193 894 | Fax: (07) 41202575 | LMB 279 Maryborough 4650

From: Regan, Tracie
Sent: Friday, 31 July 2009 1:42 PM
To: Norman, Donna; Leeson, Helen; Shang, Nicole; brett.myatt@seqwater.com.au; Niblett, Kate
Subject: SEQWater Topic 1 quote: further definition

Hi all

Brett and I have been discussing the quote as provided to SEQWater for the supply of a refresher training resource for fluoridation studies (Topic 1).

This email is to clarify for all involved;

WBITs existing online resource needs to be upgraded in response to the recommendations made as a result of the recent overdosing incident. In particular, dosing calculations, and reporting are 2 areas that may need re-writing. Brett and Kate will provide further direction and detail following Monday's meeting with Qld Health. This re-work is **not to be included in the quote** and is considered a part of maintaining our resource to meet regulator, industry and our own quality needs.

Once the revised version has been checked by SEQWater, a condensed version is requested as an outcome for Topic 1 - to be used as a refresher training tool within SEQWater. I have explained to Brett the current resource is created using web pages and a structure that easily allows it to be converted to a self-running CD. Pages can be printed from this version, and a downloadable document for testing of knowledge can be included. Please recognise any hyperlinks to websites will only work when the computer used to run the CD is connected to the internet with appropriate access. Any upgrades of this version would be considered a

separate project.

This CD would remain copyright Dept Education Queensland as it is a subset of our current product, but SEQWater would be free to use it for non-commercial training purposes. A disclaimer on training received should be included if it is used outside of QLD TAFE. I suggest we can discuss further contextualised editions and IP in a later project.

To fully scope Topic 1 Brett will advise which topics and content to export into the new product to be used for the in-house refresher training. Using whole topics from the resource significantly minimises the cost to SEQWater. If whole topics are used I would suggest using **Work safe** and **Operations** (and include all sub-folder content) and a print version of these checkpoints. If parts of topics or additional material are to be used in the resource this would be regarded as a new product and increase in cost accordingly.

I would estimate this work could be completed as short as 1 day or up to 4 days; depending on the complexity of the end request and timing of information provided. The daily rate agreed is \$1,500/day.

Helen, please adjust the quote to Mr Ralph Burch accordingly, thanks

If there is anything I have missed, please advise. Also be mindful I am taking leave 22 Aug - 13 Sept inclusive, and this work must be prioritised alongside other existing commitments.

Regards

Tracie Regan Snr Training Consultant Wide Bay Institute of TAFE

2009 Mentoring Embedding E-Learning in Regional and Rural Areas QLD Innovations Project

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Page 278 redacted for the following reason:

Document not relevant to the scope of the application

Leeson, Helen

From: Regan, Tracie
Sent: Wednesday, 12 August 2009 6:47 PM
To: Leeson, Helen
Subject: Fw: fluoride training course

Hi Helen
This is the latest.

Tracie Regan
Senior Training Consultant
Wide Bay TAFE
Work 0741505845
Mob 0418743261
This message was sent by Blackberry

From: Niblett, Kate
To: Regan, Tracie
Sent: Wed Aug 12 17:43:08 2009
Subject: Re: fluoride training course

8.30 sounds great
K

From: Regan, Tracie
To: Niblett, Kate
Sent: Wed Aug 12 17:16:02 2009
Subject: Re: fluoride training course

Hi Kate
I am going to Hervey bay tomorrow. Can see you on the way - just after 8.30aM or on the flipside around 4.00pm. Which suits you?

TC Tues is ok s.47(3)(b) - Contrary to Public Interest so you can include me on my mobile and I will join in depending on connection.

T.
Tracie Regan
Senior Training Consultant
Wide Bay TAFE
Work 0741505845
Mob 0418743261
This message was sent by Blackberry

From: Niblett, Kate
To: Regan, Tracie
Sent: Wed Aug 12 16:54:49 2009
Subject: RE: fluoride training course

Hi Trace

I have just spent an hour on the phone to Brett. Can we meet on Friday or tomorrow afternoon to discuss. I am meeting with him on Tuesday 1.30 – 2.30 and would like you to TC into that meeting. Are you OK with that?

Give me a call if you want to discuss

Regards

Kate

From: Regan, Tracie
Sent: Wednesday, 12 August 2009 4:29 PM
To: Brett Myatt; Niblett, Kate; Toni_Stiles@health.qld.gov.au
Cc: Shang, Nicole
Subject: RE: fluoride training course

Brett

Following our conversation last week, and recognising the tight deadline, I spent a long day last week revising the format of the Fluoridation content based on the layout you provided last week.

I am unsure whether as a result of the missed teleconference on Friday, or whether you have not received my subsequent emails, but I did request you and Toni log into the review group in my.TAFE before spending time with further content development. <http://my.tafe.qld.gov.au>

As a result of not being aware of the latest changes you are still using the old content for your review; which will now slow up my end considerably. I do appreciate your efforts though, and will do my best to accommodate these revisions into the newer layout.

Also, changing the wording on the intro affects the animation (the intro wording is the text version of the animation); this will also take some time to revise - do you really want this wording altered?

I have attached the print version of the revised layout; please check if there is further material to be provided (and please log in so you can visualise the pages).

regards and thanks

Tracie Regan ext 5845 or phone 07 4150 5845

From: Brett Myatt [mailto:bmyatt@seqwater.com.au]
Sent: Wednesday, 12 August 2009 3:59 PM
To: Niblett, Kate; Regan, Tracie
Subject: FW: fluoride training course

Attached is edited content from Toni Stiles from QH plus an accepted version which includes my edits.

Hope this helps.

Regards

Brett

Brett Myatt
Central Operations Manager
QLD Bulk Water Supply Authority trading as Seqwater



Ph (07) 3437 4010 | Fax (07) 3437 4009 | M 0404 013 796 | E bmyatt@seqwater.com.au
Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia
PO Box 16146, City East QLD 4002
Website | www.seqwater.com.au

From: Toni Stiles [mailto:Toni_Stiles@health.qld.gov.au]
Sent: Monday, 10 August 2009 2:08 PM
To: Brett Myatt
Subject: fluoride training course

Hi Brett

I have attached the first four modules of the training course I have made notes and changes for. Let me know if you have any comments. So that's the Intro, legislation, dosing design & construction and WH&S. I have added your name in brackets for the section I thought you were going to write.....

With the workplace health & safety stuff - I've made some changes, but I'm not a WHS expert, so you may want to make further changes to suit what the operators would be interested in....

thanks

Toni

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Leeson, Helen

From: Regan, Tracie
Sent: Thursday, 13 August 2009 5:18 PM
To: Leeson, Helen
Subject: Fw:

Today's discussions. There are a couple of other emails with more content. It seems to be under control at this stage.

Tracie Regan
 Senior Training Consultant
 Wide Bay TAFE
 Work 0741505845
 Mob 0418743261
 This message was sent by Blackberry

From: Niblett, Kate
To: bmyatt@seqwater.qld.gov.au <bmyatt@seqwater.qld.gov.au>
Cc: toni_stiles@health.qld.gov.au <toni_stiles@health.qld.gov.au>; Regan, Tracie
Sent: Thu Aug 13 12:14:45 2009
Subject:

Hi Brett

Tracie Regan from Wide Bay TAFE and met this morning and went through the schematic and learning content from you and Toni. This email is to confirm our on-going action:

1. Tracie will re-develop the content based on your combined suggestions, with the exception of substantially changing the welcome page. (see her previous email)
2. We have noted your requirement to use the terms "dosing system", dosing room", dosing activity", "dosing equipment" instead of the term fluoride plant. This will be changed accordingly.
3. Schematics for the four dosing systems will be included
4. The topic "allowable forms" will be shifted up the hierarchy and given an information tab of its own – it will not be called "allowable forms" as this is seen as the term "forms" is seen as too confusing. The tab will read something like "approved types of fluoride". The table which is included later in the original document will be inserted here
5. We will include completed examples of the reporting forms (4a etc) but will require these to be provided by SEQWater /Qld Health. Brett you mentioned that SEQWater use a form to collate the information for form 4a. Could you please send us a completed example of this as well.
6. We require discussion around the daily reporting requirements as we understand that many facilities will have difficulty complying with the regulations and would like to make sure that we have the wording correct.
7. I have received an email from Kate Browning around a few exceptions e.g. Teddington with multiple dosing points, dosing post the clear water tank and dosing of bore water. As these are exceptions I am not sure that we should try to address all the variations except to point out that if operators have concerns they need to contact Qld Health to discuss. Your thoughts, please?
8. We are assuming that we have another instalment of content to come. Is it possible to identify when that will be available
9. Brett, in our discussion you were going to have a look at the 70 "quiz" questions and come back with possible changes. Can you please advise if that is correct and the timeframe so we can schedule the workload

Please feel free to give me a call if you want to discuss – 0438 160 232

Regards
 Kate



Kate Niblett
Key Account Manager - Water Industry
0438 160 232
Parker St Maroochydore
Email: kate.niblett@det.qld.gov.au

Sunshine Coast TAFE

PO Box 5252 SCMC Nambour QLD 4560
<http://www.sunshinecoast.tafe.qld.gov.au>
CRICOS Provider: 02004B

Leeson, Helen

From: Norman, Donna
Sent: Tuesday, 25 August 2009 3:58 PM
To: rburch@seqwater.com.au
Cc: Leeson, Helen
Subject: Revised Quote & Forms of Agreement for Development of Fluoridation Resources - SEQ Water
Importance: High
Attachments: FOA~SEQ Water Resource Development_Topic 2.doc; FOA~SEQ Water Resource Development_Topic 1.doc; QUOTE_SEQ Water Resource Development Ver 2.doc

Hi Ralph

Please find attached the revised quote and forms of agreements for the development of fluoridation resources under Topics 1 and 2 as discussed with Kate Niblett.

You will note that two (2) Forms of Agreement have been supplied to allow for your financial limitations.

Please ensure that both of the Forms of Agreement are completed and signed and returned via fax to 07 41202466 by **Friday 28th August 2009** as detailed in the quote letter.

Please do not hesitate to contact me or Kate Niblett should you have any questions regarding this matter.

Cheers for now.

Donna Norman

Donna Norman | Director, Training Solutions | Industry Engagement and Marketing Unit | Wide Bay Institute of TAFE | LMB 279 Maryborough Q 4650 |
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