

**vanderValk, Vicki**

**From:** Shang, Nicole  
**Sent:** Wednesday, 5 August 2009 4:56 PM  
**To:** Regan, Tracie; Leeson, Helen; Morgan, Denise; Rodger, Ana  
**Subject:** RE: fluoride revisions - update

Activities completed listed below.

- A new course framework in WBIT Janison for this new version of Fluoride
- Student access to this group to Brett Myatt, Toni Stiles and Kate N. Emails sent advising of account and access to online course space.
- I have also uploaded the current version of Fluoridation content, prior to editing commencing so it is easier for everyone to see what we are dealing with as a baseline.

Lastly, Helen, I have also added the water admin account as a member, so you can pop in to check if you would like to at any stage.

So, should be ready for commencing discussions at teleconference on Friday.

Regards

**Nicole Shang**  
 Senior Project Officer  
 Innovations Team  
 x6321

**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 build a new course 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](mailto: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](http://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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**vanderValk, Vicki**

**From:** Regan, Tracie  
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Helen, Ana, Denise

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*Tracie Regan* ext 5845 or phone 07 4150 5845

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**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](mailto:bmyatt@seqwater.com.au)  
 Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia  
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 Website | [www.seqwater.com.au](http://www.seqwater.com.au)

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30/09/2009

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**vanderValk, Vicki**

**From:** Shang, Nicole  
**Sent:** Friday, 31 July 2009 1:57 PM  
**To:** Morgan, Denise  
**Subject:** FW: SEQWater Topic 1 quote: further definition

fyi

**Nicole Shang**  
 Senior Project Officer  
 Innovations Team  
 x6321

**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  
 2008 E-Coaching in the Workplace QLD Innovations Project  
 2007 QLD Training Awards Industry Partner Finalist Premier's Award in Innovation  
*Setting new standards in water industry workforce training*  
 ph +61 07 4150 5845 fax +61 07 4150 5892  
**Mobile 0418 743 261**

30/09/2009

  
**vanderValk, Vicki**

**From:** Shang, Nicole  
**Sent:** Friday, 31 July 2009 1:23 PM  
**To:** Morgan, Denise  
**Cc:** Regan, Tracie  
**Subject:** RE: SEQWater Quote  
**Attachments:** QUOTE\_SEQ Water Resource Development.doc

Denise

I have received an email from Lorelle in response to my phone message to Donna – see attached. However, knowing you will probably read this on your blackberry, I have copied the only detailed bits out of the quote doc and into this email below.

My understanding from previous general discussions with Tracie, and as I shared with you as we went, was that these resources were to be customised to SEQWater along with their internal procedural doco. That it was to be presented on CD and that SEQWater were to be purchasing the IP. However, that doesn't appear to be in the details of the quote.

I have just spoken to Donna by phone and she was only really provided with below details. She did note that WBIT was undertaking only Topic 1 and that SkillsTech were to do Topic 2. She believes that Kate negotiated the deal but is now on holiday. She advised that Helen was part of the original meeting and had some notes on requirements.

Spoke to Helen – she confirmed the need for teaching resources to support the content but advised that there was an email she would send on with more detail.

Spoke to Tracie – she had just been talking to Brett Myatt from SEQWater. She was under the impression he thought the quote was too high. He is meeting with Qld Heath on Monday re requirements for improving the Fluoridation, but he believes there will need to significant rework on content relating to reporting (as per the Code of Practice requirements). He believes this redevelopment work is at WBIT cost as we will retain IP for the content. We then develop a summarised product for his use as a refresher tool for his SEQWater staff – an autorunning CD to delivered via LitePro in f2f sessions. He seemed to be happy with WBIT retaining the IP for the product.

All completed by 28<sup>th</sup> August (Tracie's last day is 21 Aug before 3 weeks leave).

So.... watch this space, I guess!

Regards

Nic

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	Development to be completed by 28 <sup>th</sup> August, 2009	\$11,250.00

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Topic 2: Water Supply Safety and Reliability  
Act

## Timeframe

Development to be completed by 28<sup>th</sup> August, 2009.

**From:** Morgan, Denise  
**Sent:** Friday, 31 July 2009 11:35 AM  
**To:** Rodger, Ana  
**Cc:** Shang, Nicole  
**Subject:** FW: SEQWater Quote  
**Importance:** High

Hi Ana

This really worries me. There hasn't been any consultation with anyone in the Innovation team about what I am told is product development for SEQ water. I would appreciate some information on the extent of this work and also how it has been costed and whether the plan is in fact for Innovations to do the work. Please bear in mind that Alan is on s.47(3)(b) - Contrary leave from today until 2<sup>nd</sup> September so our capacity to complete development during this time will be reduced.

Regards....

*Denise Morgan*  
 Queensland Toolbox Champion  
 Manager - Teaching and Learning Innovation  
 Wide Bay TAFE  
 LMB 279  
 Maryborough 4650  
 PH: 07-41206454  
 M: 0419730648  
[denise.morgan@deta.qld.gov.au](mailto:denise.morgan@deta.qld.gov.au)

**From:** Shang, Nicole  
**Sent:** Friday, 31 July 2009 11:16 AM  
**To:** Morgan, Denise  
**Subject:** SEQWater Quote

Denise

Was talking to Tracie just now and she mentioned that Donna and Kate had sent off the quote for the SEQWater job, with a deadline of end of August. I have not seen anything or been consulted and wondered if you had been? I have left a message for Donna, to see if she can send me through a copy of the quote so I can review scope and deadlines in more detail, as preparation/just in case.

Nic



**vanderValk, Vicki**

---

**From:** Morgan, Denise  
**Sent:** Friday, 31 July 2009 11:35 AM  
**To:** Rodger, Ana  
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**Subject:** FW: SEQWater Quote  
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Regards....

*Denise Morgan*

Queensland Toolbox Champion  
Manager - Teaching and Learning Innovation  
Wide Bay TAFE  
LMB 279  
Maryborough 4650  
PH: 07-41206454  
M: 0419730648  
[denise.morgan@det.qld.gov.au](mailto:denise.morgan@det.qld.gov.au)

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**From:** Shang, Nicole  
**Sent:** Friday, 31 July 2009 11:16 AM  
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Nic

**vanderValk, Vicki**

**From:** Regan, Tracie  
**Sent:** Tuesday, 10 March 2009 2:04 PM  
**To:** Leeson, Helen; Morgan, Denise  
**Subject:** FW: SEQW and fluoridation studies

Hi Helen, Denise

so you are both aware of this discussion today, Kate is very much got her project manager hat on and is taking the hardline with outcomes for this group. This is OK, as we are performing well considering it is a new audience. Denise, we need to somehow document feedback on the online programs offered so we can review this in a structured manner.

Kate has asked me again for the CD with Fluoride resources - Helen, can you call her today? Thanks

*Tracie Regan* ext 5845 or phone 07 4150 5845

**From:** Regan, Tracie  
**Sent:** Tuesday, 10 March 2009 1:56 PM  
**To:** Niblett, Kate  
**Subject:** FW: SEQW and fluoridation studies

Hi Kate

Ray has been talking to most of the students now that he works for SEQ Water. See his comment below.

This reflects our discussion this morning where I feel the success of this group closely relies on relational support, that is, the active and positive support from their Managers, time given for the student to actively participate, and the ongoing strong communication with the Trainer.

I also feel this SEQWater group was disadvantaged by their negative initial experiences ie. the face to face classroom discussion, lack of opportunity in the workplace to gain competency due to component installation dilemmas, and a perceived low priority at the workplace to complete the non-operational 'Fluoride Safety' aspect. Ray has been in strong contact and is well supported in his facilitation.

I would be very disappointed if you were to recommend an alternative delivery strategy for the next stage for a number of reasons. This would also impact on any perceived success in embedding e-learning in the Water Industry as funded by Australian Flexible Learning.

Let me know how we can continue to improve the program. I have asked Ray to seek feedback on the specified pages, and immediate feeling is it is OK. I have also asked Phil Wheeler to give me his feedback, as he has not seen this group for some time.

Thanks

*Tracie Regan* phone 07 4150 5845

**From:** Raymond Stephenson [mailto:rstephenson@seqwater.com.au]  
**Sent:** Tuesday, 10 March 2009 1:38 PM  
**To:** Regan, Tracie  
**Subject:** SEQW

Tracie,

Just confirming that I have spoken with s.73(1) - Irrelevant informa this afternoon.

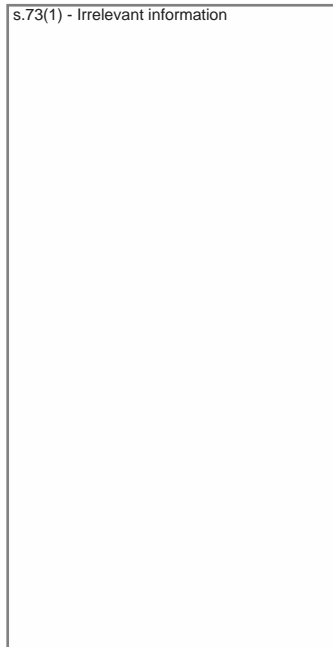
He is going to send it his assessment to have it marked, if he passes OK the remainder of his staff will submit all

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remaining tasks by the 20<sup>th</sup> of March

s.73(1) - Irrelevant information



Hope this helps.

**Raymond Stephenson**  
Senior Process Engineer  
Level 2 240 Margaret Street, Brisbane  
QLD Bulk Water Supply Authority *trading as Seqwater*



Ph (07) 3035 5593| Fax (07) 3229 7926| Mob | E [rstephenson@seqwater.com.au](mailto:rstephenson@seqwater.com.au)  
Website | [www.seqwater.com.au](http://www.seqwater.com.au)

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**vanderValk, Vicki**

**From:** Norman, Donna  
**Sent:** Wednesday, 11 March 2009 9:26 AM  
**To:** Morgan, Denise; Regan, Tracie; Leeson, Helen  
**Cc:** Rodger, Ana  
**Subject:** RE: SEQW and fluoridation studies  
**Attachments:** QUOTE Dept of Infrastructure Planning Product Development.doc

Hi Denise

This is breakdown of the specifics detailed in the quote and form of agreement.

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

<b>Item:</b>	<b>Cost:</b>
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
<b>Total:</b>	<b>\$6500.00</b>

Cheers

*Donna Norman*

Donna Norman | Director, Training Solutions | Sales 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

**From:** Morgan, Denise  
**Sent:** Wednesday, 11 March 2009 9:09 AM  
**To:** Regan, Tracie; Norman, Donna; Leeson, Helen  
**Cc:** Rodger, Ana  
**Subject:** Re: SEQW and fluoridation studies

I agree Tracie. I don't believe the price they paid would even go close to paying for the IP. Donna were they given specifics of what the \$6500 covered and if IP was not specified then they do not own it. The IP will always rest with us. Of course we could enter into a commercial arrangement with other providers wishing to use the material. And of course if we are made to give DIP a copy of the material it will only be the text content. Question banks etc are created in Janison and don't work outside that environment.

D

Denise Morgan  
 Manager, Teaching & Learning Innovation  
 Wide Bay TAFE  
 LMB 279 Maryborough 4650  
 P: 07-41206454  
 M: 0419730648  
 (Sent from Blackberry)

**From:** Regan, Tracie  
**To:** Norman, Donna; Leeson, Helen  
**Cc:** Rodger, Ana; Morgan, Denise  
**Sent:** Wed Mar 11 08:56:08 2009  
**Subject:** RE: SEQW and fluoridation studies

30/09/2009

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Hi Donna

Development and IP can be addressed separately in the terms of the agreement. Could we say if IP has not been addressed specifically we could say this was not part of the agreement?

*Tracie Regan* ext 5845 or phone 07 4150 5845

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**From:** Norman, Donna  
**Sent:** Wednesday, 11 March 2009 8:16 AM  
**To:** Leeson, Helen; Regan, Tracie  
**Cc:** Rodger, Ana; Morgan, Denise  
**Subject:** RE: SEQW and fluoridation studies  
**Importance:** High

Hi All

I can confirm that Department of Infrastructure and Planning did pay for the development of the e-learning resource for the unit NWP276A Monitor, Operate and Report Fluoridation Processes at a total \$6,500. So therefore, I assume they own the IP??

Cheers

*Donna Norman*

Donna Norman | Director, Training Solutions | Sales 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

---

**From:** Leeson, Helen  
**Sent:** Tuesday, 10 March 2009 6:52 PM  
**To:** Norman, Donna  
**Subject:** Fw: SEQW and fluoridation studies

Hi Donna  
 Can you help confirm this please.  
 Thanks  
 Helen  
 Helen Leeson  
 Faculty Manager : WBIT : 0409 193 894

---

**From:** Morgan, Denise  
**To:** Leeson, Helen; s.47(3)(b) - Contrary to Public Interest  
**Sent:** Tue Mar 10 17:53:57 2009  
**Subject:** Re: SEQW and fluoridation studies

Hi Helen

You will need to check with Donna as I believe she sent the quote to DIP and she would also be able to confirm if in fact they paid for the development. According to Ana they didn't pay for IP.

Cheers.....D  
 Denise Morgan  
 Manager, Teaching & Learning Innovation  
 Wide Bay TAFE  
 LMB 279 Maryborough 4650  
 P: 07-41206454  
 M: 0419730648  
 (Sent from Blackberry)

**From:** Leeson, Helen  
**To:** Regan, Tracie; Morgan, Denise  
**Sent:** Tue Mar 10 17:43:44 2009  
**Subject:** RE: SEQW and fluoridation studies  
 Hi Denise

Can you confirm for me the detail around the development of the fluoride resource. Didn't DIP pay for this development? I just want to be sure before I call Kate.

thanks

*Helen*

Helen Leeson | Faculty Manager | Personal Services, Marine and Environment | Wide Bay Institute of TAFE  
 Phone: (07) 4120 2593 | Mobile: 0409 193 894 | Fax: (07) 41202575 | LMB 279 Maryborough 4655

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**To:** Leeson, Helen; Morgan, Denise  
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Ray has been talking to most of the students now that he works for SEQ Water. See his comment below.

This reflects our discussion this morning where I feel the success of this group closely relies on relational support, that is, the active and positive support from their Managers, time given for the student to actively participate, and the ongoing strong communication with the Trainer.

I also feel this SEQWater group was disadvantaged by their negative initial experiences ie. the face to face classroom discussion, lack of opportunity in the workplace to gain competency due to component installation dilemmas, and a perceived low priority at the workplace to complete the non-operational 'Fluoride Safety' aspect. Ray has been in strong contact and is well supported in his facilitation.

I would be very disappointed if you were to recommend an alternative delivery strategy for the next stage for a number of reasons. This would also impact on any perceived success in embedding e-learning in the Water Industry as funded by Australian Flexible Learning.

Let me know how we can continue to improve the program. I have asked Ray to seek feedback on the specified pages, and immediate feeling is it is OK. I have also asked Phil Wheeler to give me his feedback, as he has not seen this group for some time.

Thanks

30/09/2009

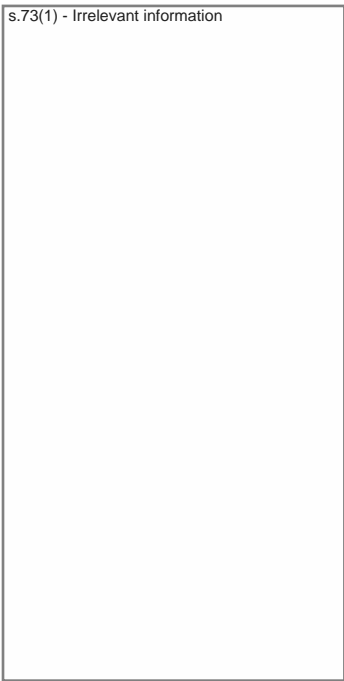
DET RTI Application 340/5/1797 - File A - Document No. 394 of 991

Tracie Regan phone 07 4150 5845

**From:** Raymond Stephenson [mailto:rstephenson@seqwater.com.au]  
**Sent:** Tuesday, 10 March 2009 1:38 PM  
**To:** Regan, Tracie  
**Subject:** SEQW

Tracie,

Just confirming that I have spoken with s.73(1) - Irrelevant inform this afternoon.  
He is going to send it his assessment to have it marked, if he passes OK the remainder of his staff will submit all remaining tasks by the 20<sup>th</sup> of March



Hope this helps.

**Raymond Stephenson**  
Senior Process Engineer  
Level 2 240 Margaret Street, Brisbane  
QLD Bulk Water Supply Authority *trading as* Seqwater

 cid:image001.png@01C94A45.1D

Ph (07) 3035 5593| Fax (07) 3229 7926| Mob | E [rstephenson@seqwater.com.au](mailto:rstephenson@seqwater.com.au)  
Website | [www.seqwater.com.au](http://www.seqwater.com.au)

-----  
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30/09/2009

6<sup>th</sup> October, 2008

Lynne Dixon  
 Department Infrastructure and Planning  
 Comalco House  
 30/12 Creek St  
 Brisbane

**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

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**

**vanderValk, Vicki**

**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  
**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

2008 E-Coaching in the Workplace QLD Innovations Project

2007 QLD Training Awards Industry Partner Finalist

Premier's Award in Innovation

*Setting new standards in water industry workplace training*

ph +61 07 4150 5845 fax +61 07 4150 5892

**Mobile 0418 743 261**

postal: LMB 279 Maryborough Queensland 4650 AUSTRALIA

## 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:

- |  |     |
|--|-----|
| <input type="radio"/> less than 1 year                         | 18% |
| <input type="radio"/> more than 1 year but less than 2 years   | 0%  |
| <input type="radio"/> more than 2 years but less than 3 years  | 9%  |
| <input type="radio"/> more than 3 years but less than 5 years  | 5%  |
| <input type="radio"/> more than 5 years but less than 10 years | 14% |
| <input type="radio"/> 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):

- |   |     |
|---|-----|
| <input type="checkbox"/> Janison Instant Messaging Tool                                 | 5%  |
| <input type="checkbox"/> E-mail (I have checked my e-mail address is valid)             | 95% |
| <input type="checkbox"/> Telephone (I have given my trainer the preferred phone number) | 10% |
- 

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

- |  |     |
|--|-----|
| <input type="radio"/> This is the first time I have heard of fluoridation as part of water treatment.                                      | 0%  |
| <input type="radio"/> I have heard of some media reports about adding fluoride to drinking water.  | 24% |
| <input type="radio"/> I have some basic operational knowledge of adding fluoride to drinking water as part of the water treatment process. | 62% |
| <input type="radio"/> 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.

- |  |     |
|--|-----|
| <input type="radio"/> I am new to this role and all tasks are supervised while working at this site.             | 24% |
| <input type="radio"/> I have some experience in this role and my tasks are somewhat supervised at the same site. | 14% |
| <input type="radio"/> 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 information

Excellent course.

s.73(1) - Irrelevant information

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 information

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, 5 received from mail, 11 emailed, 13 viewed.*

**vanderValk, Vicki**

**From:** Lynne Dixon [Lynne.Dixon@dip.qld.gov.au]  
**Sent:** Friday, 5 December 2008 11:20 AM  
**To:** Morgan, Denise  
**Cc:** Niblett, Kate  
**Subject:** Thanks again

Hi Denise,

I just wanted to drop a quick line to say thanks again - for all the hard work the team has done to pull together the fluoride course so quickly and so professionally and also for the lovely lunch the other day.

I was really surprised when I walked into the room and saw how few people worked in the 'team' Kate had spoken about. I will make sure that recognition of your group's contribution and efforts is passed along.

Thanks again and please let the team know that I am genuinely and very gratefully appreciative of their efforts.

Cheers

Lynne Dixon  
Director, Infrastructure Delivery  
Department of **Infrastructure and Planning**

**tel** +61 7 3898 0450  
**mob** 0417 196 818  
**fax** +61 7 3898 0486  
**post** PO Box 15009 City East Qld 4002  
Level 4 | Cromwell House | 200 Mary Street | Brisbane Qld 4000  
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**[www.dip.qld.gov.au](http://www.dip.qld.gov.au)**

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**vanderValk, Vicki**

**From:** Regan, Tracie  
**Sent:** Saturday, 3 January 2009 10:19 AM  
**To:** Niblett, Kate; Morgan, Denise; Leeson, Helen; Rodger, Ana  
**Subject:** FW: End of Fluoridation Study Survey response  
**Follow Up Flag:** Follow up  
**Flag Status:** Blue

All  
 I think I sent the previous email too soon (too reactive)

Anyway  
 I rang [s.73(1) - I] and had a chat about his concerns. He was basing his comments on the 2 day Skills Tech classroom training and the introduction to the Janison group. (He was surprised to hear from me on a Saturday, but I think my prompt response added credibility)

I asked him to revisit the material, and stressed that quite a few people had opportunity for comment, and the content was still under development when he attending the sessions back mid-Nov. I asked him to also access the more current versions of reports and the Code of Practice and advised currency of material is partly why there is the preference for online learning to print versions (particularly for new products). He agreed to go back in, and I will ring him Tuesday to see how he went.

[s.73(1) - I] (and others) found the Skills Tech trainer very hard to understand, and [s.73(1) - I] said the trainer had little knowledge of the assessment material. I said we had an industry-based online trainer available for the group, who has actually worked in a fluoridation plant, and this impressed [s.73(1) - I]. I also said the students need to participate online so the Trainer can provide targeted support, and he agreed it would be hard for a trainer to know where they were up to if they only printed the material.

[s.73(1) - I] was also commented that their lab technicians were doing all the fluoridation tests. I asked if these technicians had a copy of the approved Code of Conduct and AWQG for Fluoride and [s.73(1) - I] didn't think they did. I queried how the testing parameters were being determined, and he was unsure. I again asked him to revisit the online course for this information, and said that non-operational people are also enrolled and should be actively participating.

[s.73(1) - I] then commented on how could his Supervisor sign off competency, and I explained for this initial group the sign off was being carried out by a qualified assessor onsite, and this would have been explained to him during the initial training.

Anyway, all his concerns have been thoroughly discussed, and we can move forward from here.

Denise,  
 I have had feedback from more than this student that the navigation structure is complex. We need to make the layering more obvious, and this could be as simple as font colour.

We also need to have a 'reports' section with the current required reports very clear.

As previously suggested, let's discuss this next week.

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 Maryborough QLD 465

**From:** Regan, Tracie  
**Sent:** Sat 03/01/2009 9:38 AM  
**To:** Niblett, Kate; Morgan, Denise; Leeson, Helen; Rodger, Ana  
**Subject:** Fw: End of Fluoridation Study Survey response

Ladies  
 [s.73(1) - I] left very dissatisfied comments on the end of survey feedback form on the 19 Nov. His clarification is below. I have sent him some

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reassurances but feel we should discuss this early next week if possible.

Kate

Were you onsite with Michael Lever or is [s.73(1) - ] 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) - ] 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.47(3)(b) - Contrary to Public Interest]

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 info]

Subject: End of Fluoridation Study Survey response

Thanks [s.73(1) - ] 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

30/09/2009

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-----

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

**vanderValk, Vicki**

**From:** Regan, Tracie  
**Sent:** Thursday, 25 September 2008 2:12 PM  
**To:** Niblett, Kate; Morgan, Denise  
**Subject:** Storyboard for NWP276 Fluoridation  
**Follow Up Flag:** Follow up  
**Flag Status:** Purple  
**Attachments:** Storyboard for NWP276 Fluoridation.doc

Hi Kate, Denise

I have developed the shell in ExE, but felt this (MS Word version) might be easier to use as a review tool. It prints on A3. I'll add a *Copyright and Technical* page to the end. Can you think of anything else?

This covers all the topics in the Code of Practice (CoP) and Unit of Competency (UoC) elements, range and required knowledge.

let's discuss this next week - can we tag it to the end of the Veolia meeting?

Welcome Page text:

---

In this unit we will look what is required for all operators within the QLD water industry to be able to understand and apply the **QLD Code of Practice or the Fluoridation of Public Water Supplies**, related Regulations and Acts, workplace policies and processes within the workplace.

You will develop a knowledge of relevant legislative and statutory requirements and responsibilities, fluoridation processing systems, reporting procedures, safe manual handling procedures, personal safety measures, typical workplace hazards associated with fluoride, and risk control procedures.

You will learn about the properties of fluoridation chemicals, fluoride system layout and security, lock-out procedures for mechanical and electrical installations, work-related fluoride calculations fluoride dosing processes, capacity and limitations and the effects of weather and conditions on operation of site or plant.

## Studying on a Traineeship?

You will need to download the NWP276A pages for your Training Record Book.

## Recommended Reading & Research

- Fluoridation of Public Water Supplies Act 1963 \* and
- Fluoridation of Public Water Supplies Regulation 1998 \* and
- Metropolitan Water Supply and Sewerage Act 1909 \*and
- Workplace Health and Safety Act 1995 \* and
- Workplace Health and Safety Regulation 2008 \*
- Environmental Protection (Water) Policy 1997 \*
  - \* (note Qld Parliamentary Council copyright)
- Fluoride in Australia

---

Tracie



**vanderValk, Vicki**

---

**From:** Niblett, Kate  
**Sent:** Thursday, 9 October 2008 5:13 PM  
**To:** Pakee Bala; Lakin, Krystene; Regan, Tracie; Nowack, Dan; Morgan, Denise; Shang, Nicole; Leeson, Helen  
**Subject:** RE: Fluoride Photos  
**Follow Up Flag:** Follow up  
**Flag Status:** Purple  
**Attachments:** enrolment strategy.mpp

Dear All  
yesterday in my discussions with SEQ Water we discussed the timelines for enrolment and log on to Janison. I have prepared a quick gantt chart for Pakee but I thought it would give us all a reminder of the tight timelines for this project.

**Pakee**, I have tried to tighten this as much as possible but doubt that we will achieve log on for students before week beginning 10th November.

However if you want to have a look at the content during its development stage please give me a call and I will arrange it. I will revise the master gantt chart for you tonight and send it through in the early hours of tomorrow

Regards  
kate

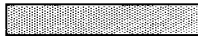

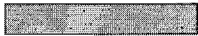






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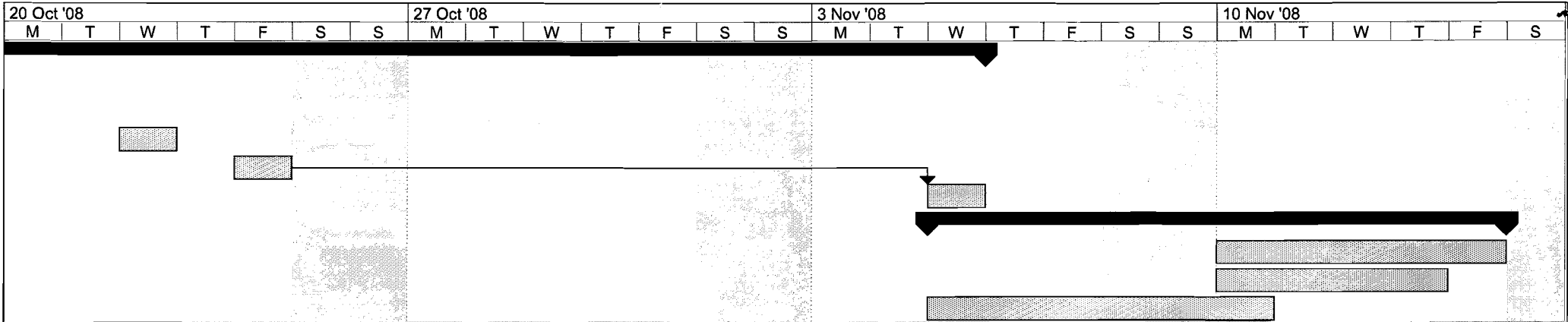
<<http://www.ghd.com.au/>>

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

ID	Task Name	Duration	Start	Finish	13 Oct '08														
					W	T	F	S	S	M	T	W	T	F	S	S			
1	<b>Enrolments</b>	<b>17 days?</b>	<b>Tue 14/10/08</b>	<b>Wed 5/11/08</b>															
2	Quote prepared	1 day?	Tue 14/10/08	Tue 14/10/08															
3	Quote accepted	1 day?	Fri 17/10/08	Fri 17/10/08															
4	DP's on system	1 day?	Wed 22/10/08	Wed 22/10/08															
5	Student enrolment forms posted	1 day?	Fri 24/10/08	Fri 24/10/08															
6	Student enrolment forms returned	1 day?	Wed 5/11/08	Wed 5/11/08															
7	<b>Delivery</b>	<b>8 days?</b>	<b>Wed 5/11/08</b>	<b>Fri 14/11/08</b>															
8	Log in / password sent	5 days?	Mon 10/11/08	Fri 14/11/08															
9	Student packs prepared	4 days?	Mon 10/11/08	Thu 13/11/08															
10	Teacher resources prepared and sent	4 days?	Wed 5/11/08	Mon 10/11/08															

Project: enrolment strategy.mpp Date: Wed 30/09/09	Task		Milestone		External Tasks	
	Split		Summary		External Milestone	
	Progress		Project Summary		Deadline	



Project: enrolment strategy.mpp Date: Wed 30/09/09	Task		Milestone		External Tasks	
	Split		Summary		External Milestone	
	Progress		Project Summary		Deadline	



**vanderValk, Vicki**

---

**From:** Regan, Tracie  
**Sent:** Monday, 13 October 2008 8:23 AM  
**To:** Leeson, Helen; Morgan, Denise; Shang, Nicole  
**Subject:** Fw: Fluoride training course development - contact list

**Follow Up Flag:** Follow up  
**Flag Status:** Purple

**Attachments:** contact list.docx



contact list.docx  
(12 KB)

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

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

**From:** Niblett, Kate  
**To:** Regan, Tracie  
**Sent:** Thu Oct 09 16:41:48 2008  
**Subject:** FW: Fluoride training course development - contact list

Hi Trace

Could you please confer with Melanie McGraw regarding safety. She is doing a micro risk assessment and would like to have input into the safety elements

Thanks  
kate

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

**From:** Bruce Hutton [mailto:bhutton@seqwater.com.au]  
**Sent:** Thu 9/10/2008 12:02 PM  
**To:** Melanie McGaw; Niblett, Kate; Brett Myatt; Stan Stevenson; Pakee Bala; Peter Finlayson  
**Subject:** Fluoride training course development - contact list

Please see attached.

Bruce Hutton

Principal Engineer - Asset Planning

SEQWater

Level 27, 123 Eagle Street (Riverside Centre)

07 3035 5622

0439 435 586

bhutton@seqwater.com.au

-----

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).

<b>Queries</b>	<b>Contacts</b>	<b>number</b>	<b>Email address</b>
Course organisation	Kate Niblett	0417 799 945	<a href="mailto:Kate.niblett@deta.qld.gov.au">Kate.niblett@deta.qld.gov.au</a>
Technical, timetable management, logistics	Bruce Hutton Pakee Pala	0439 435 586 0419 197 751	<a href="mailto:bhutton@seqwater.com.au">bhutton@seqwater.com.au</a> <a href="mailto:pbala@seqwater.com.au">pbala@seqwater.com.au</a>
Course content, operational	Brett Myatt Stan Stevenson	0404 013 796 0458 040 001	<a href="mailto:bmyatt@seqwater.com.au">bmyatt@seqwater.com.au</a> <a href="mailto:sstevesson@seqwater.com.au">sstevesson@seqwater.com.au</a>
Course content, safety and Maintenance	Melanie McGaw Peter Finlayson	0429 896 814 0417 609 812	<a href="mailto:mjmcgaw@seqwater.com.au">mjmcgaw@seqwater.com.au</a> <a href="mailto:pfinlayson@seqwater.com.au">pfinlayson@seqwater.com.au</a>

**vanderValk, Vicki**

**From:** Regan, Tracie  
**Sent:** Monday, 13 October 2008 2:36 PM  
**To:** Grote, Bill; 'Ray Stephenson'  
**Cc:** Niblett, Kate; Leeson, Helen; Morgan, Denise  
**Subject:** Fluoridation online and classroom  
**Follow Up Flag:** Follow up  
**Flag Status:** Purple  
**Attachments:** NWP276\_Student\_Activity\_Checklist.pdf

All

I am just getting my head around the T&A strategy for this unit, based on a flexible delivery using both WBIT and Skills Tech TAFEs:

- Students enrol with WBIT (NWP276) and there will be a period of about 10 days for the students to progress through the online material supplied by WBIT (Ray to facilitate)
- Students enrol with Skills Tech (CNQ) and there will be a 5 day classroom course cementing the online material and further expanding some areas according to student need ((Bill to facilitate)
- There will be an observation of competency & Third Part Sign Off for Skills and Knowledge (Skills Tech)
- Final Assessments (Ray): online questions & portfolio of evidence
- Some students do not work as an operator and will receive a 'Certificate of Attendance' as they cannot have their competency signed off

Hi Bill, Ray

Here is the Student Activity Checklist that summaries the activities expected for our fluoridation students. Note some of the workplace discussion topics would roll neatly into a classroom environment for reinforcing knowledge.

I am still looking for specific steps for the residual, ISE and SPADNS testing techniques, but hope to get some of this from the operators when we are onsite this week. If you have any material that would help, please send this on to me asap.

will talk further soon,

PS Am looking forward to lodging this as a 2009 Training Award for Project work!

cheers

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

2008 E-Coaching in the Workplace QLD Innovations Project

2007 QLD Training Awards Industry Partner Finalist

Premier's Award in Innovation

*Setting new standards in Water Industry workplace training*

ph 07 4150 5845 fax 07 4150 5892 **Mobile 0418 743 261**

postal: LMB 279 Maryborough QLD 4650

30/09/2009



**vanderValk, Vicki**

---

**From:** Niblett, Kate  
**Sent:** Friday, 28 November 2008 8:53 AM  
**To:** Morgan, Denise; Leeson, Helen; Nowack, Dan; Lakin, Krystene; Norman, Donna; Regan, Tracie; James, Tara; Ward, Mary; Geldard, Jennifer; Handyside, Alan P; Wheeler, Philip; Shang, Nicole; Kahler, Tanyalee; Grote, Bill; Mackay, Donald; Weaver, Leon; LaBruniy, Toni; Rodger, Ana  
**Cc:** Schwenke, Trevor; lynne.dixon@infrastructure.qld.gov.au  
**Subject:** A big thank you  
**Follow Up Flag:** Follow up  
**Flag Status:** Purple

Dear All

We have now completed the fluoride training for SEQ water which, thanks to all of you went extremely smoothly. Everyone of you has contributed to the success of the initiative. We still have some work left to do in assessing and resulting but the critical part of the project has been accomplished. That we achieved this outcome in such a short timeframe is a credit to all of you. Thank you.

If I have left anyone off the list I apologise. Could you please let me know so I can pass on my heartfelt thanks to them as well

Great effort!

Regards  
Kate

NOTES FROM NICOLE SHANG,  
INNOVATIONS TEAM  
WBIT.

18/8/09

re

Teleconference  
SEA water product  
& Fluoride  
updates

Nicole

Kate Ablett

Stan Stevenson

Brett Myatt

# SED Water Summary Product

## Public Health

- Skills Tech
- provide addit material

EPA / - remove.  
WHS

Allowable Types of Fluoride - ~~mass~~ leave in

Fluoride Dosing Design Remove.  
& Construct

Risk business remove.

~~Security~~  
leave in

Optimal Prescrib

Full Prod. [ Prescribed Fluoride ] move Operating Fluoride Plant.  
conc

rename button Raw Water monitoring  
Raw Water Testing  
Prior to Fluoride Dosing + Design  
Background Fluoride Monitoring  
Dosing Design process.  
1st 20 paras. leave in + calc

Full Raw Water Testing - last para  
and therefore

Operating -> new button.  
Sampling & Testing

\*Activity - id where sample location should be prior to fluoride dosing. It to monitor background fluoride level.  
"Redosing Sample Testing"



Fluorid Dosing Design - rem

Risky - remove

Prescribed Floor Conc

Raw water test

Chemical selection

- Security - leave in

- Room design - ~~leave in~~ <sup>remove</sup>  
- heading update "plant"

~~PK~~

Plant Design "Room Design"

~~ADD~~ Feeding Systems - remove all (4)

- Imp Design Features  
~~add~~ regs on interlocks - find content

↳ reformat

remove Adv Notice

No WHS

## Operations

- keep all of this
- remove chemical comp.

## Incident Mgmt:

- keep handling + storage
- some fixups

why.

code of practice  
public health act

security  
imp design features.

all operations except  
chemical composition

remove incident mgmt

powerpoints / general overview  
 teacher guides - lesson plan  
 assessments - learning outcomes  
 - all down  
 TO Q'S - (only those applying to content)  
 hardcopy test paper

next week - reviewing questions.

Generally

- structure - still not quite happy
- lots of stuff

main headings

Introduction - welcome  
 bold it

Review

Fluoridation & the law  
 Fluoride Dosing  
 WHAS - spell fully  
 Operations - Operating Fluoride  
 Dosing  
 Incident Mgmt - spell fully

Welcome - (rename) Introduction

o Recommended Reading + Research

→ remove why is fluoride added to water

o About Fluor

add to ~~it~~ if not already covered

remove of <sup>whole</sup> practice section

- why add fluoride  
→ dot point more?

o Fluorid + The Law

- add what does that mean for me.

partic Water Fluoride Reg

~~remove~~ dot points ok but

of obli <sup>re</sup> word to relate to  
taking ~~sample~~ / checking ~~qual~~ operator

o Public Health Regulation 2005]

? make sure u know Schedule 3 what is this

maybe remove.

EPA + WHS.

- needs cont

? old content course

back of new code of practice

Allowals

remove ~~first~~ para. & dot points  
sentence before table

3 fluoride compounds permitted → as follows.

Formula

→ Numbers - subscript  
remove CAS No.  
smells like

colourless liquid  
(strong fuming acid)  
powder - remove crystal.

## Fluoride Dosing Design + Construction

blue box

- check correct code

design of a dosing system

? Section 2.1  
head

replace <sup>image</sup> ~~of~~ with dosing  
equipment

## Risky business

- rename Risk Assessment

prescribed amt of fluoride to be added  
fluoride - to water supply

conc set in Water F Regs

AND is determined.

☐ remove question re <sup>water</sup> safe

## Raw Water Testing

add in the Design Process.  
to heading →  
on pg.

replace image - water - <sup>eg.</sup> river

Chemical selection  
as part of design

decision to be made  
what chemical to be used  
for dosing.

selection criteria

- site manned/unmanned
- size of fac
- amount of chemical
- how site to be maintained
- remoteness of facility
- supply

Security ~~Access Control~~

- how built into design

1st 3 paras remain  
move section to Operatio  
remainder

Operating a Fluoride  
Dosing Facility

- at end of

Operations intro

(controlling access  
to facility)

Add

"Access control"

Your site should have access control  
procedures that will govern how access  
is controlled.

eg SEA water  
visitors touch & then wash hands  
minimise no of surfaces  
when finished

Student

- what are security measures at your facility?

eg security patrols.  
cctv

Room/Plant Design

Fluoride Dosing System Design

fluor plant dosing system

Need more content.

(Plant Design) Fluoride Dosing Design

→ look at code. (high level principles)

Feeding Systems (change to Fluoride Dosing System/Equip)

- lots of info on chemical but needs more

↳ then 'Chemical Dosing Equipment' (2-3 pgs / section)

Bruce  
Hutton

Want more pictures/photos



## Imp Design Feat

- ref

- Pump types

→ transfer to Design Systems if nec

otherwise remove

## Advanced Notice

### WHS

#### Work Safe -

- too wordy

- replace image (already used)

- handling + storage
- split page

- Inventory Issue (check code ref) maybe make a new section

add what does this mean for me

# Personal Protection

~~==~~

## Safety Gear

- need more clarity re  
min PPE gear to be wearing

□ → cut page into 2

① Risk prevention

→ your role to safety  
of PPE

② Safety Gear

safety showers.

Cross ~~Contamin~~ Contamin - de  
- ~~manage~~

## Understand lock out

change Tag & lock out procedures  
to

make a bit more fluoride related  
lockout & tag out procedures apply equally  
to fluoride - or even more important  
impact → personal health & public he  
sorts procedures normally ... activities <sup>what are</sup>

## First Aid

- change in font
- careful details for actions <sup>first aid</sup>
- relevance to 3 types of chemicals.
- reference source.

## EPA

Title - Disposal (not Environ Rep)

your employer respons for having procedures on spills / leaks, containing area & containers. The options may vary policy not plan

review content - needs more <sup>to be</sup> provide

- move to Operating Dosing Facility

Safety Communc - ok

Operations - Chai  
 Operating a Dosing Facility  
 Chemical composition  
 provide some earths

Handling & Storage

- more specific content

relating

Acid - deliver, intankers  
 or ? boxes  
 min cont  
 -> hoses

Down south

powder - arrive truck  
 (1 tonne) bags  
 25kg }  
 dry area forklift  
 inventory control

note here ->

Optimal Conc

Moreton bay  
 loan 0.8  
 0.7 to 0.9

remove 3rd para  
 eg. Maching between 0.6 to 0.8  
 table - might be out of date  
 prescribed a number + or - 0.1  
 concentration - repeating prescribed

Remove table

0.6, 0.7 or 0.8  
 depending on part of old

# Routine Duties & Responsibilities <sup>change</sup>

-> code of practice

look at Routine DV

accepting deliveries  
inventor<sub>ies</sub>, as  
chemical quality

Sampling

□ dot point - responsibilities

~~check~~

Chemical Q

- quality checked

- records need to be kept

↑ quality certificate filed  
& retained

Sampling & Testing

- Brett to check & provide  
edits

remove weekly page

monthly - independent laboratory

(if) Aine Kennedy - email

remove Raw Water Monitoring - add content  
from Desis

ISE & SPADNS - move to first button.

button name.

→ Approved Fluoride Testing Methods

- 3<sup>rd</sup> method.

→ see code.

generally operators would normally electrode met  
ds

~~ISE~~ ISE  
ION Selective Electrode Method

ionic spads buffer

→ see powerpoints

remove para with word 'conversely'

SPADNS - OK

## Calculations & Measurements

first sentence as set out in regs.

'must undertake daily'

instead note reg

Check water rate into dissolving tank

- as to whether required

if not required - heading 'Nice to do!'

Send to Brett to edit

Fluoride Chemical Used

mix mash of  
content

★ Brett / Qld Health to review.

Calculations + Measurements  
Try Calculations

- refer to original Janison  
content

Recording + Reporting

→ Daily Recording + Rep

→ Quarterly Recording + Reporting

Consider restructuring

Routine Duties / Resp. (to include  
Recording / Rptg)  
Daily

Quality → Change to Standard Procedures  
Headings - Operational Procedures  
- Maintenance & Calibration

Quality & Audit

- Reward keeping for audit

Toni strikes

eg Qld Health

→ reg's

From Qld Health's perspective

Incident Mngmt

- to be used

□ Questions - sort by heading random + min.

Infra  
legis & law  
posiu D  
with s  
Operat  
Incident Mngt. →

Would like  
- mandatory  
(not short cuts)  
- multiple choice



**Shang, Nicole**

---

**Subject:** SEQWater TC re Fluoridation  
**Location:** TC

**Start:** Fri 7/08/2009 11:00 AM  
**End:** Fri 7/08/2009 12:00 PM

**Recurrence:** (none)

**Meeting Status:** Meeting organizer

**Required Attendees:** Regan, Tracie

Tracie - thought I would include you in this Calendar item - save you the effort.

Hi Toni, Tracie, Nicole – Here is the process for tomorrow's teleconference -

Please undertake the following for the Teleconference:

At around 1 minute to 1100 call the following number

**1800 672 949**

When prompted, key in the following followed by the hash key (this is the account and pin number)

s.47(3)(b) - Contrary to Public Int

Then wait for others to join the conference call.

Brett – you will need to use the Host Pin when you dial in. When you do, the conference will be activated.

Thanks

**Lois Saedder**

Personal Assistant - Central Operations

QLD Bulk Water Supply Authority *trading as* Seqwater

Ph (07) 3437 4002 | Fax (07) 3437 4009 || E [lsaedder@seqwater.com.au](mailto:lsaedder@seqwater.com.au)

Mt Crosby Westbank Water Treatment Plant  
328 Allawah Road, Mt Crosby QLD 4306

Website | [www.seqwater.com.au](http://www.seqwater.com.au)

Mr Stan Stevenson  
Seqwater  
Level 3  
240 Margaret Street  
BRIS QLD 4000

16 September 2009

Dear Mr Stevenson

Please find enclosed colour copies of the Learner Guide and Trainer Guide for the Seqwater Fluoridation Refresher training product, as provided electronically by Wide Bay Institute of TAFE on Thursday 10 September 2009. These items were not available at time of provision last week and we were very aware of your tight deadlines at the time.

Should you require any further information or have any additional requests, please don't hesitate to contact me on (07) 4120 6321.

Regards

Nicole Shang  
Learning Technologies Coordinator  
Wide Bay Institute of TAFE

Mr Stan Stevenson  
Seqwater  
Level 3  
240 Margaret Street  
BRIS QLD 4000

Dear Mr Stevenson

Please find enclosed the following items as completion of work requested from Wide Bay Institute of TAFE under Form of Agreement signed by Seqwater on 1/9/09 – Refresher Fluoridation training.

**Learner Guide**

- Learning content - Selected pages from online product
- Checkpoint Tests to allow learners to test their understanding

**Trainer Guide**

- Session Plan for half day training session using this learning content
- Learning content (as per Learner Guide)
- Checkpoint Tests with answers

**Self-running CD**

- Learning content packaged to be worked through using independent navigation
- Copy of the Learner Guide should the learner wish to print a hardcopy.

These products are composed of pages (selected by Seqwater) drawn from the Wide Bay Institute of TAFE online course for NWP276A Monitor, operate and report fluoridation systems. As you are aware, we have engaged in extensive consultation with Seqwater staff to ensure that this content is current to industry requirements and that this refresher product will meet your immediate training needs.

Thank you for cooperation and assistance in completing this project and we wish you well with your staff training activities. Should you require any further information or have any additional requests, please don't hesitate to contact me on (07) 4120 6321.

Regards

Nicole Shang  
Learning Technologies Coordinator  
Wide Bay Institute of TAFE

Pages 440 through 477 redacted for the following reasons:  
-----  
s 47(3)(f) and s 53 - Commercially available information

## Appendix 6 – Approved forms

The following forms are approved under the *Water Fluoridation Regulation 2008*.

- **Form 1 – Fluoridation notice.** This form is to be used to notify the chief executive that a water supplier intends to add fluoride to a public potable water supply from a stated date. This notice must be submitted 30 days prior to the stated date. This fluoridation notice should also be published at least once in a newspaper circulating in the area of the state serviced by the water supply.
- **Form 2 – Notice of period of non-operation.** This form is to be used to notify the chief executive if a fluoridation plant is continuously non-operational for a period of two weeks. This form must be submitted to the chief executive within 1 day after the end of the two week period.
- **Form 3 – Quarterly reporting form.** This form will be a Natural Resources and Water (NRW) form and will be available by April, when the first fluoride quarterly reports are due.
- **Form 4 A, B, C & D – Recording requirements.** These forms are to be used to ensure that the recording requirements of the Water Fluoridation Regulation are met. If these forms are filled in correctly, the requirements of section 10 of the regulation will be fulfilled. Only one form, either A, B, C or D needs to be used depending on the fluoridation system being used at the treatment plant.
  - Form A is for dry feeder systems.
  - Form B is for acid feed systems.
  - Form C is for batch solution feed systems.
  - Form D is for saturator systems.



**FLUORIDATION NOTICE**

**1. Water Supplier Details**

Name

ABN/ACN

Water Provider Registration Number

<input type="text"/>	<input type="text"/>
----------------------	----------------------

Principle contact

Family Name

Given Name/s

Position

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

Street address

<input type="text"/>	Post Code
----------------------	-----------

Postal address (if different to above)

<input type="text"/>	Post code
----------------------	-----------

Phone

Fax

Mobile

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

Email

**2. Water Supply Details**

Proposed Commencement Date

Name and location of treatment plant

Local Government Area

<input type="text"/>	<input type="text"/>
----------------------	----------------------

Details of fluoridation process (type of chemical, dry or solution feed, prescribed fluoride level)

<input type="text"/>
<input type="text"/>
<input type="text"/>

Area or communities receiving fluoridated water

<input type="text"/>
<input type="text"/>
<input type="text"/>

Attachments – Please tick the box if you have attached the following

1. A copy of the public notice advising consumers of the intention to fluoridate must be attached
2. Has additional information been attached? YES  Number of additional pages attached \_\_\_\_\_

Signature

Date

<input type="text"/>	<input type="text"/>
----------------------	----------------------

Submit this notice to Chief Executive Officer, Queensland Health, GPO Box 48, BRISBANE, 4001

## Appendix 6 – Approved forms

The following forms are approved under the *Water Fluoridation Regulation 2008*.

- **Form 1 – Fluoridation notice.** This form is to be used to notify the chief executive that a water supplier intends to add fluoride to a public potable water supply from a stated date. This notice must be submitted 30 days prior to the stated date. This fluoridation notice should also be published at least once in a newspaper circulating in the area of the state serviced by the water supply.
- **Form 2 – Notice of period of non-operation.** This form is to be used to notify the chief executive if a fluoridation plant is continuously non-operational for a period of two weeks. This form must be submitted to the chief executive within 1 day after the end of the two week period.
- **Form 3 – Quarterly reporting form.** This form will be a Natural Resources and Water (NRW) form and will be available by April, when the first fluoride quarterly reports are due.
- **Form 4 A, B, C & D – Recording requirements.** These forms are to be used to ensure that the recording requirements of the Water Fluoridation Regulation are met. If these forms are filled in correctly, the requirements of section 10 of the regulation will be fulfilled. Only one form, either A, B, C or D needs to be used depending on the fluoridation system being used at the treatment plant.
  - Form A is for dry feeder systems.
  - Form B is for acid feed systems.
  - Form C is for batch solution feed systems.
  - Form D is for saturator systems.

**WATER FLUORIDATION REGULATION 2008  
RECORDING REQUIREMENTS (SECTION 10)**

Form 4A - (Dry Feed) Daily Record Sheet for Week Ending.....

Day	Date	Time	Column 1 Water Treated (ML) [Section 10 - 1a]	Column 2 Amount of fluoride chemical added to water (kg)	Column 3 Chemical Purity <sup>a</sup> %	Column 4 Amount of fluoride ion added to water <sup>b</sup> (kg) [Section 10 - 1b]	Fluoride ion concentration in treated water (mg/L)		Fluoride ion concentration in the reticulation system (mg/L)	
							Calculated <sup>c</sup> [Section 10 - 1c]	Measured <sup>d</sup> [Section 10 - 1d]	Site 1	Site 2
Sat										
Sun										
Mon										
Tues										
Wed										
Thurs										
Fri										
Water Supplier:					Name of treatment plant:				Operator:	
Fluoridation chemical used:					Name of supplier:				Supervisor	

<sup>a</sup> Column 3 = % fluoride ion in the fluoride chemical multiplied by the % purity (See Appendix 5, Equation 1a for the calculation of % fluoride ion in fluoride chemical) . % Purity should be taken from the batch analysis certificate (Further information is available in Appendix 2, Table 3 of the Water Fluoridation Code of Practice).

<sup>b</sup> Column 4 = (column 2) X (column 3)/100

<sup>c</sup> Calculated fluoride ion concentration = (Column 4 (kg)) + (column 1 (ML)) + fluoride concentration in raw water.

<sup>d</sup> Fluoride must be measured by a prescribed analysis listed in the *Water Fluoridation Regulation, 2008*, Schedule 3, Dictionary.

[ ] brackets indicate the section in the *Water Fluoridation Regulation, 2008*, to which this requirement relates.



**WATER FLUORIDATION REGULATION 2008  
RECORDING REQUIREMENTS (SECTION 10)**

Form 4B - (Acid Feed) Daily Record Sheet for Week Ending.....

Day	Date	Time	Column 1 Water Treated (ML) [Section 10 - 1a]	Column 2 Amount of fluoride acid solution added to water <sup>a</sup> (kg)	Column 3 Chemical Purity <sup>b</sup> %	Column 4 Amount of fluoride ion added to water <sup>c</sup> (kg) [Section 10 - 1b]	Fluoride concentration in treated water (mg/L)		Fluoride concentration in reticulation system (mg/L)	
							Calculated <sup>d</sup> [Section 10 - 1c]	Measured <sup>e</sup> [Section 10 - 1d]	Site 1	Site 2
Sat										
Sun										
Mon										
Tues										
Wed										
Thurs										
Fri										
Water Supplier:					Name of treatment plant:			Operator:		
Fluoridation chemical used:					Name of supplier:			Supervisor		

<sup>a</sup> Column 2 is the loss in weight in kg from the acid solution tank.

<sup>b</sup> Column 3 = % fluoride ion in the fluoride chemical multiplied by the % purity (See Appendix 5, (1) for information on the calculation of % fluoride ion in fluoride chemical) . %Purity should be taken from the batch analysis certificate as strength and purity of acid can vary (Further information is available in Appendix 2, Table 3 of the Water Fluoridation Code of Practice.

<sup>c</sup> Column 4 = (Column 2) x (column 3).

<sup>d</sup> Calculated fluoride ion concentration = column 4 (kg) ÷ column 1 (ML) + fluoride concentration in raw water

<sup>e</sup> Fluoride must be measured by a prescribed analysis listed in the *Water Fluoridation Regulation, 2008*, Schedule 3, Dictionary.

[ ] brackets indicate the section in the *Water Fluoridation Regulation, 2008*, to which this requirement relates.

**WATER FLUORIDATION REGULATION 2008  
RECORDING REQUIREMENTS (SECTION 10)**

Form 4C - (Solution Feed) Daily Record Sheet for Week Ending.....

Day	Date	Time	Column 1 Water Treated (ML) [Section 10 - 1a]	Column 2 Amount of fluoride solution added to water (L)	Column 3 Solution fluoride strength <sup>a</sup> (g/100ml or %)	Column 4 Chemical Purity % <sup>b</sup>	Column 5 Amount of fluoride ion added to water <sup>c</sup> (kg) [Section 10 - 1b]	Fluoride concentration in treated water (mg/L)		Fluoride concentration in Distribution system (mg/L)	
								Calculated <sup>d</sup> [Section 10 - 1c]	Measured <sup>e</sup> [Section 10 - 1d]	Site 1	Site 2
Sat											
Sun											
Mon											
Tues											
Wed											
Thurs											
Fri											
Water Supplier:					Name of treatment plant:			Operator:			
Fluoridation chemical used:					Name of supplier:			Supervisor			

<sup>a</sup> Column 3 is determined using equation 2a) in Appendix 5 of the Water Fluoridation Code of Practice.

<sup>b</sup> Column 4 = % fluoride ion in the fluoride chemical multiplied by the % purity (See Appendix 5, Equation 1a for the calculation of the % fluoride ion in the fluoride chemical). Purity % should be taken from the batch analysis certificate. Further information is available in Appendix 2, Table 3 of the Water Fluoridation Code of Practice.

<sup>c</sup> Column 5 = (column 2) X (column 3)/100 X (column 4)/100 X 1000mL/L ÷ 1000kg/g

<sup>d</sup> Calculated fluoride ion concentration = (Column 5 (kg)) + (column 1 (ML)) + fluoride concentration in raw water.

<sup>e</sup> Fluoride must be measured by a prescribed analysis listed in the *Water Fluoridation Regulation, 2008*, Schedule 3, Dictionary.

[ ] brackets indicate the section in the *Water Fluoridation Regulation, 2008*, to which this requirement relates.

**WATER FLUORIDATION REGULATION 2008**

## RECORDING REQUIREMENTS (SECTION 10)

Form 4D - (Saturator Feed) Daily Record Sheet for Week Ending.....

Day	Date	Time	Column 1 Water Treated (ML) [Section 10 - 1a]	Column 2 Amount of fluoride solution added to water (L)	Column 3 Solution fluoride strength <sup>a</sup> (g/100ml)	Column 4 Chemical Purity % <sup>b</sup>	Column 5 Amount of fluoride ion added to water <sup>c</sup> (kg) [Section 10 - 1b]	Fluoride concentration in treated water (mg/L)		Fluoride concentration in the Distribution system (mg/L)	
								Calculated <sup>d</sup> [Section 10 - 1c]	Measured <sup>e</sup> [Section 10 - 1d]	Site 1	Site 2
Sat											
Sun											
Mon											
Tues											
Wed											
Thurs											
Fri											
Water Supplier:					Name of treatment plant:			Operator:			
Fluoridation chemical used:					Name of supplier:			Supervisor			

<sup>a</sup> Solubility of NaF is 4 % and for Sodium fluorosilicate (Na<sub>2</sub>SiF<sub>6</sub>) is 0.76 %

<sup>b</sup> Column 4 = Column 3 x purity % (This information is available in Appendix 2, Table 3 of the Water Fluoridation Code of Practice. For sodium fluoride (NaF) the fluoride ion % is 43.4 (at 96% purity) and for Sodium fluorosilicate (Na<sub>2</sub>SiF<sub>6</sub>) the fluoride ion % is 59.8 (at 98.5% purity)). Purity % should be checked against the batch analysis certificate.

<sup>c</sup> Column 5 = (column 2) X (column 3)/100 X (column4)/100 X 1000ml/L ÷ 1000kg/g

<sup>d</sup> Calculated fluoride ion concentration = (Column 5 (kg) + (column ML) + fluoride concentration in raw water

<sup>e</sup> Fluoride must be measured by a prescribed analysis listed in the *Water Fluoridation Regulation, 2008*, Schedule 3, Dictionary.

[ ] brackets indicate the section in the *Water Fluoridation Regulation, 2008*, to which this requirement relates.

## Appendix 6 – Approved forms

The following forms are approved under the *Water Fluoridation Regulation 2008*.

- **Form 1 – Fluoridation notice.** This form is to be used to notify the chief executive that a water supplier intends to add fluoride to a public potable water supply from a stated date. This notice must be submitted 30 days prior to the stated date. This fluoridation notice should also be published at least once in a newspaper circulating in the area of the state serviced by the water supply.
- **Form 2 – Notice of period of non-operation.** This form is to be used to notify the chief executive if a fluoridation plant is continuously non-operational for a period of two weeks. This form must be submitted to the chief executive within 1 day after the end of the two week period.
- **Form 3 – Quarterly reporting form.** This form will be a Natural Resources and Water (NRW) form and will be available by April, when the first fluoride quarterly reports are due.
- **Form 4 A, B, C & D – Recording requirements.** These forms are to be used to ensure that the recording requirements of the Water Fluoridation Regulation are met. If these forms are filled in correctly, the requirements of section 10 of the regulation will be fulfilled. Only one form, either A, B, C or D needs to be used depending on the fluoridation system being used at the treatment plant.
  - Form A is for dry feeder systems.
  - Form B is for acid feed systems.
  - Form C is for batch solution feed systems.
  - Form D is for saturator systems.

**FLUORIDATED WATER QUARTERLY REPORT**



**1. Water Supplier and Supply Details**

Name of Water Supplier

Name of Treatment Plant

Location of Treatment Plant

<input type="text"/>	<input type="text"/>
----------------------	----------------------

Service Provider Registration Number

**2. Contact Details**

Family Name

Given Name/s

Position

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

Phone

Fax

Mobile

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

Email

Signed

Date

<input type="text"/>	<input type="text"/>
----------------------	----------------------

**3. Results**

**Reporting Period**

From.....to .....Year.....

**Fluoridated Water Results for the above quarter**

Number of fluoridated water samples analysed as per section 13 of the <i>Water Fluoridation Regulation, 2008</i> .	<input type="text"/>
Average measured fluoride concentration	<input type="text"/>
Maximum measured fluoride concentration	<input type="text"/>
Minimum measured fluoride concentration	<input type="text"/>
Number of samples exceeding 1.5 mg fluoride/L	<input type="text"/>

This form must be retained by the water supplier for a period of at least 5 years. Completion of the table above ensures compliance with the reporting requirements of Section 11 of the *Water Fluoridation Regulation, 2008*

Pages 487 through 536 redacted for the following reasons:  
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s 47(3)(f) and s 53 - Commercially available information

**WATER FLUORIDATION REGULATION 2008  
RECORDING REQUIREMENTS (SECTION 10)**

Form 4A - (Dry Feed) Daily Record Sheet for Week Ending.....

Day	Date	Time	Column 1 Water Treated (ML) [Section 10 - 1a]	Column 2 Amount of fluoride chemical added to water (kg)	Column 3 Chemical Purity <sup>a</sup> %	Column 4 Amount of fluoride ion added to water <sup>b</sup> (kg) [Section 10 - 1b]	Fluoride ion concentration in treated water (mg/L)		Fluoride ion concentration in the reticulation system (mg/L)	
							Calculated <sup>c</sup> [Section 10 - 1c]	Measured <sup>d</sup> [Section 10 - 1d]	Site 1	Site 2
Sat										
Sun										
Mon										
Tues										
Wed										
Thurs										
Fri										
Water Supplier:					Name of treatment plant:					Operator:
Fluoridation chemical used:					Name of supplier:					Supervisor

<sup>a</sup> Column 3 = % fluoride ion in the fluoride chemical multiplied by the % purity (See Appendix 5, Equation 1a for the calculation of % fluoride ion in fluoride chemical) . % Purity should be taken from the batch analysis certificate (Further information is available in Appendix 2, Table 3 of the Water Fluoridation Code of Practice).

<sup>b</sup> Column 4 = (column 2) X (column 3)/100

<sup>c</sup> Calculated fluoride ion concentration = (Column 4 (kg)) ÷ (column 1 (ML)) + fluoride concentration in raw water.

<sup>d</sup> Fluoride must be measured by a prescribed analysis listed in the *Water Fluoridation Regulation, 2008*, Schedule 3, Dictionary.

[ ] brackets indicate the section in the *Water Fluoridation Regulation, 2008*, to which this requirement relates.

**WATER FLUORIDATION REGULATION 2008  
RECORDING REQUIREMENTS (SECTION 10)**

Form 4B - (Acid Feed) Daily Record Sheet for Week Ending.....

Day	Date	Time	Column 1 Water Treated (ML) [Section 10 - 1a]	Column 2 Amount of fluoride acid solution added to water <sup>a</sup> (kg)	Column 3 Chemical Purity <sup>b</sup> %	Column 4 Amount of fluoride ion added to water <sup>c</sup> (kg) [Section 10 - 1b]	Fluoride concentration in treated water (mg/L)		Fluoride concentration in reticulation system (mg/L)		
							Calculated <sup>d</sup> [Section 10 - 1c]	Measured <sup>e</sup> [Section 10 - 1d]	Site 1	Site 2	
Sat											
Sun											
Mon											
Tues											
Wed											
Thurs											
Fri											
Water Supplier:					Name of treatment plant:			Operator:			
Fluoridation chemical used:					Name of supplier:			Supervisor			

<sup>a</sup> Column 2 is the loss in weight in kg from the acid solution tank.

<sup>b</sup> Column 3 = % fluoride ion in the fluoride chemical multiplied by the % purity (See Appendix 5, (1) for information on the calculation of % fluoride ion in fluoride chemical) . %Purity should be taken from the batch analysis certificate as strength and purity of acid can vary (Further information is available in Appendix 2, Table 3 of the Water Fluoridation Code of Practice.

<sup>c</sup> Column 4 = (Column 2) x (column 3).

<sup>d</sup> Calculated fluoride ion concentration = column 4 (kg) ÷ column 1 (ML) + fluoride concentration in raw water

<sup>e</sup> Fluoride must be measured by a prescribed analysis listed in the *Water Fluoridation Regulation, 2008*, Schedule 3, Dictionary.

[ ] brackets indicate the section in the *Water Fluoridation Regulation, 2008*, to which this requirement relates.



**WATER FLUORIDATION REGULATION 2008  
RECORDING REQUIREMENTS (SECTION 10)**

Form 4C - (Solution Feed) Daily Record Sheet for Week Ending.....

Day	Date	Time	Column 1 Water Treated (ML) [Section 10 - 1a]	Column 2 Amount of fluoride solution added to water (L)	Column 3 Solution fluoride strength <sup>a</sup> (g/100ml or %)	Column 4 Chemical Purity % <sup>b</sup>	Column 5 Amount of fluoride ion added to water <sup>c</sup> (kg) [Section 10 - 1b]	Fluoride concentration in treated water (mg/L)		Fluoride concentration in Distribution system (mg/L)	
								Calculated <sup>d</sup> [Section 10 - 1c]	Measured <sup>e</sup> [Section 10 - 1d]	Site 1	Site 2
Sat											
Sun											
Mon											
Tues											
Wed											
Thurs											
Fri											
Water Supplier:					Name of treatment plant:			Operator:			
Fluoridation chemical used:					Name of supplier:			Supervisor			

<sup>a</sup> Column 3 is determined using equation 2a) in Appendix 5 of the Water Fluoridation Code of Practice.

<sup>b</sup> Column 4 = % fluoride ion in the fluoride chemical multiplied by the % purity (See Appendix 5, Equation 1a for the calculation of the % fluoride ion in the fluoride chemical). Purity % should be taken from the batch analysis certificate. Further information is available in Appendix 2, Table 3 of the Water Fluoridation Code of Practice.

<sup>c</sup> Column 5 = (column 2) X (column 3)/100 X (column 4)/100 X 1000mL/L ÷ 1000kg/g

<sup>d</sup> Calculated fluoride ion concentration = (Column 5 (kg)) ÷ (column 1 (ML)) + fluoride concentration in raw water.

<sup>e</sup> Fluoride must be measured by a prescribed analysis listed in the *Water Fluoridation Regulation, 2008*, Schedule 3, Dictionary.

[ ] brackets indicate the section in the *Water Fluoridation Regulation, 2008*, to which this requirement relates.

**WATER FLUORIDATION REGULATION 2008**

### RECORDING REQUIREMENTS (SECTION 10)

Form 4D - (Saturator Feed) Daily Record Sheet for Week Ending.....

Day	Date	Time	Column 1 Water Treated (ML) [Section 10 - 1a]	Column 2 Amount of fluoride solution added to water (L)	Column 3 Solution fluoride strength <sup>a</sup> (g/100ml)	Column 4 Chemical Purity % <sup>b</sup>	Column 5 Amount of fluoride ion added to water <sup>c</sup> (kg) [Section 10 - 1b]	Fluoride concentration in treated water (mg/L)		Fluoride concentration in the Distribution system (mg/L)	
								Calculated <sup>d</sup> [Section 10 - 1c]	Measured <sup>e</sup> [Section 10 - 1d]	Site 1	Site 2
Sat											
Sun											
Mon											
Tues											
Wed											
Thurs											
Fri											
Water Supplier:					Name of treatment plant:			Operator:			
Fluoridation chemical used:					Name of supplier:			Supervisor			

<sup>a</sup> Solubility of NaF is 4 % and for Sodium fluorosilicate (Na<sub>2</sub>SiF<sub>6</sub>) is 0.76 %

<sup>b</sup> Column 4 = Column 3 x purity % (This information is available in Appendix 2, Table 3 of the Water Fluoridation Code of Practice. For sodium fluoride (NaF) the fluoride ion % is 43.4 (at 96% purity) and for Sodium fluorosilicate (Na<sub>2</sub>SiF<sub>6</sub>) the fluoride ion % is 59.8 (at 98.5% purity)). Purity % should be checked against the batch analysis certificate.

<sup>c</sup> Column 5 = (column 2) X (column 3)/100 X (column 4)/100 X 1000ml/L ÷ 1000kg/g

<sup>d</sup> Calculated fluoride ion concentration = (Column 5 (kg) ÷ (column ML) ÷ fluoride concentration in raw water

<sup>e</sup> Fluoride must be measured by a prescribed analysis listed in the *Water Fluoridation Regulation, 2008*, Schedule 3, Dictionary.

[ ] brackets indicate the section in the *Water Fluoridation Regulation, 2008*, to which this requirement relates.

Pages 541 through 545 redacted for the following reasons:  
-----  
s 47(3)(f) and s 53 - Commercially available information

**Regan, Tracie**

**From:** Wayne Morling [wayne.morling@governmentskills.com.au]  
**Sent:** Monday, 21 September 2009 1:16 PM  
**To:** Blee, Peter  
**Cc:** anne.gardiner@derm.qld.gov.au; toni\_stiles@health.qld.gov.au; Niblett, Kate; Regan, Tracie; Healy, Marie; Tamara Shinnars  
**Subject:** RE: Water Package Review of Fluridation Unit

Hi Peter

Thanks for the feedback. As discussed, relevant Fluoridation unit will be withdrawn and all reference to it in the CfE deleted. Additionally, other QA issues will be looked into and corrected with a view to resubmitting in a fortnight.

Also just to confirm that in my role as GSA's Water Industry Advisor, responsibility for progressing this now resides with me.

I will keep you informed of progress.

Refards

Wayne Morling



Level 2, 47-49 Waymouth Street,  
 Adelaide, SA, 5000  
<http://governmentskills.com.au>

**Wayne Morling**  
 Water Industry Advisor

Mob: 0419 804 734  
 Phone: 08 8410 3455  
 Fax: 08 8410 2842  
 e-mail: wayne.morling@governmentskills.com.au

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**From:** Blee, Peter [mailto:Peter.Blee@deta.qld.gov.au]  
**Sent:** Friday, 18 September 2009 1:09 PM  
**To:** Prue Madsen  
**Cc:** anne.gardiner@derm.qld.gov.au; toni\_stiles@health.qld.gov.au; Kate Niblett ; Tracie Regan ; Marie Healy  
 1  
**Subject:** Water Package Review of Fluridation Unit

Hi Prue,

Following our teleconference yesterday, please find below feedback on the fluoridation units NWP276A and NWP279A and the names and contact details of our stakeholders in Queensland, including the fluoridation regulators that need to be consulted.

Feedback (as it relates to NWP276A and the proposed NWP279A)

- Fluoridation "monitoring and reporting" and "recording and operating" are two separate job functions not always performed by the same operator at the treatment plant. That "monitoring and reporting" should be at AQF3, where "recording and operating" at AQF2.

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- There are concerns that when fluoridation is rolled out to some remote communities that some operators might not have the sufficient levels of literacy and numeracy to undertake this unit of competency and/or to perform the fluoridation process of fluoridation water calculation and reporting. It has been suggested that some underpinning literacy and numeracy may be required for this unit.
- Performance Criteria 7 should have the words "according to regulatory requirements" added. Performance Criteria 8 handle use and store should include the words "according to OH&S requirements" as there are risks in the handling, using and storing where most of the risks for operators lies.
- That there is no mention of OH&S risk to others. Many of the operators in treatment plants (maintenance, electricians, delivery drivers etc) wont have fluoride training and may be required to work in the fluoride room. This has been identified as gap in the training and a source of risks that operators have responsibilities for others. Moreover, that the required knowledge for operators was an understanding of plant security and access. This has been particularly highlighted in Queensland where the introduction of fluoride is not always politically popular and carries security and access concerns.
- Cross contamination and the environment / personal risk in the instance of spillage has not been included
- There is very little about incident response (we found this out at North Pine). In many cases the operator will be the only person at the plant so incident response will be an integral part of their role not to mention remote monitoring.

#### Regulators & stakeholders contact details

1. Dr. Anne Gardiner  
Principal Scientist  
Office of the Water Supply Regulator  
Department of Environment and Resource Management  
Phone: 07 3405 3536  
Email: [anne.gardiner@derm.qld.gov.au](mailto:anne.gardiner@derm.qld.gov.au)
2. Ms. Toni Stiles  
Principal Environmental Health Advisor  
Water Quality Section in Environmental Health Unit  
Population Health Services  
Chief Health Office  
Phone: 07 3328 9350  
Email: [toni\\_stiles@health.qld.gov.au](mailto:toni_stiles@health.qld.gov.au)
3. Kate Niblett  
Project Officer (Water)  
Phone: 0438 160 232  
Email: [Kate.Niblett@deta.qld.gov.au](mailto:Kate.Niblett@deta.qld.gov.au)
4. Tracey Regan  
Senior Training Consultant  
Phone: 07 4150 5845  
Mobile: 0418 743 261  
Email: [Tracie.Regan@deta.qld.gov.au](mailto:Tracie.Regan@deta.qld.gov.au)

Please note: The Department of Infrastructure and Planning have a key role in the roll-out of fluoridation and the construction of water treatment plants for local government. They should also be consulted as they are involved with procurement and vendors.

Regards,

CC: Anne Gardiner  
Toni Stiles  
Kate Niblett  
Tracey Regan

**Peter Blee**

Senior Program Manager  
Product Development and System Support  
Product Services - Training Queensland

**Department of Education and Training**

**Phone:** 07 3259 4358

**Fax:** 07 3259 4038

**Email:** [peter.blee@deta.qld.gov.au](mailto:peter.blee@deta.qld.gov.au)

For all training package enquiries, please email:  
[tp.productsupport@deta.qld.gov.au](mailto:tp.productsupport@deta.qld.gov.au)

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!DEPTSTAMP!

30/09/2009

**Regan, Tracie**

---

**From:** Niblett, Kate  
**Sent:** Friday, 4 September 2009 10:40 AM  
**To:** Norman, Donna  
**Cc:** Regan, Tracie  
**Subject:** FW: fluoride information for dept health staff  
**Attachments:** NWP20107 Fluoridation.pdf; Public Potable Water Suppliers\_Training Letter and FOA\_Dec 08 .doc

Hi Donna

Prior to Tracie going on leave she asked me to follow up on the Qld Health client below. I have subsequently had a discussion with the head of the Health unit (Nick's boss) responsible for fluoride who has a number of team members that want to do the course. However when I sent Nick through the information I realised that the FOA quotes \$500 while Tracie quoted \$300 for non-assessable students. Not sure which price you want to go for. I quoted Nick's boss \$500 and he didnt seem to balk. Can I suggest you leave it at a flat fee of \$500 for everyone and if they want a bulk discount you have some room to negotiate.

If that is OK with you I will send Qld Health the the original FOA (attached). If you want to make any changes can you please let me know - 0438 160 232

Regards  
 Kate

---

**From:** Regan, Tracie  
**Sent:** Fri 21/08/2009 9:22 AM  
**To:** Niblett, Kate  
**Subject:** FW: fluoride information for dept health staff

Hi Kate

Nick just rang me (he is from qld health up north and they have been told to find out how to learn about fluoride as they are doing inspections) but his email bounced - can you confirm his email when he rings you and resend this for me? Thanks

*Tracie Regan* ext 5845 or phone 07 4150 5845

---

**From:** Regan, Tracie  
**Sent:** Friday, 21 August 2009 9:13 AM  
**To:** nicholas.varnes@health.qld.gov.au  
**Cc:** WBIT, Water  
**Subject:** fluoride information for dept health staff

hi Nick

please find attached the flyer for fluoride, and as discussed I can enrol you as a non-assessable result so you can complete the same required underpinning knowledge as the operators, and such be more aware of their risks and responsibilities. The non-assessable enrolment is \$300 per student. When you are ready please email [wbit.water@deta.qld.gov.au](mailto:wbit.water@deta.qld.gov.au) for further information, thanks

30/09/2009

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

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ph +61 07 4150 5845 fax +61 07 4150 5892

**Mobile 0418 743 261**

postal: LMB 279 Maryborough Queensland 4650 AUSTRALIA

30/09/2009



**Regan, Tracie**


---

**From:** Regan, Tracie  
**Sent:** Wednesday, 30 September 2009 9:46 AM  
**To:** Ward, Mary  
**Subject:** FW: fluoride information for dept health staff  
**Attachments:** NWP20107 Fluoridation.pdf, Public Potable Water Suppliers\_Training Letter and FOA\_Dec 08 .doc

fyi

*Tracie Regan* ext 5845 or phone 07 4150 5845

---

**From:** Niblett, Kate  
**Sent:** Friday, 4 September 2009 10:40 AM  
**To:** Norman, Donna  
**Cc:** Regan, Tracie  
**Subject:** FW: fluoride information for dept health staff

Hi Donna

Prior to Tracie going on leave she asked me to follow up on the Qld Health client below. I have subsequently had a discussion with the head of the Health unit (Nick's boss) responsible for fluoride who has a number of team members that want to do the course. However when I sent Nick through the information I realised that the FOA quotes \$500 while Tracie quoted \$300 for non-assessable students.

Not sure which price you want to go for. I quoted Nick's boss \$500 and he didnt seem to balk. Can I suggest you leave it at a flat fee of \$500 for everyone and if they want a bulk discount you have some room to negotiate.

If that is OK with you I will send Qld Health the the original FOA (attached). If you want to make any changes can you please let me know - 0438 160 232

Regards  
 Kate

---

**From:** Regan, Tracie  
**Sent:** Fri 21/08/2009 9:22 AM  
**To:** Niblett, Kate  
**Subject:** FW: fluoride information for dept health staff

Hi Kate

Nick just rang me (he is from qld health up north and they have been told to find out how to learn about fluoride as they are doing inspections) but his email bounced - can you confirm his email when he rings you and resend this for me? Thanks

*Tracie Regan* ext 5845 or phone 07 4150 5845

---

30/09/2009

**From:** Regan, Tracie  
**Sent:** Friday, 21 August 2009 9:13 AM  
**To:** nicholas.varnes@health.qld.gov.au  
**Cc:** WBIT, Water  
**Subject:** fluoride information for dept health staff

hi Nick

please find attached the flyer for fluoride, and as discussed I can enrol you as a non-assessable result so you can complete the same required underpinning knowledge as the operators, and such be more aware of their risks and responsibilities. The non-assessable enrolment is \$300 per student. When you are ready please email [wbit.water@deta.qld.gov.au](mailto:wbit.water@deta.qld.gov.au) for further information, thanks

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

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ph +61 07 4150 5845 fax +61 07 4150 5892

**Mobile 0418 743 261**

postal: LMB 279 Maryborough Queensland 4650 AUSTRALIA

30/09/2009

**Regan, Tracie**

**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

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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

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postal: LMB 279 Maryborough Queensland 4650 AUSTRALIA

30/09/2009

**Regan, Tracie**


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**From:** Niblett, Kate  
**Sent:** Friday, 29 May 2009 10:12 AM  
**To:** alan.handyside@deta.qld.gov.au  
**Cc:** Leeson, Helen; Regan, Tracie  
**Subject:** FW: Fluoridation training

Good morning Alan

Could you please give me access to the fluoride course for a couple of days please. Please see email below where I provided the information and request to Ana (however I believe she is now on leave). The regulator is asking a few questions about the course - so I will need access over the weekend to answer by Monday.

Thank you for your assistance

Regards  
 Kate

---

**From:** Rodger, Ana  
**Sent:** Tue 26/05/2009 10:54 AM  
**To:** Niblett, Kate  
**Subject:** RE: Fluoridation training

ok

Ana

**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](mailto:ana.rodger@deta.qld.gov.au) | Web: [www.widebay.tafe.net](http://www.widebay.tafe.net)  
*"A clever, skilled and creative Queensland"*

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**From:** Niblett, Kate  
**Sent:** Tuesday, 26 May 2009 5:52 AM  
**To:** bmyatt@seqwater.com.au  
**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.

30/09/2009

(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

30/09/2009

**From:** Lynne Dixon [Lynne.Dixon@dip.qld.gov.au]  
**Sent:** Wednesday, 11 March 2009 10:52 AM  
**To:** Regan, Tracie  
**Subject:** RE: Thanks again: Fluoridation project deliverables  
Hi Tracie,

Absolutely no problems with using the email as part of the submission and good luck.

Cheers

Lynne

Lynne Dixon  
Director, Infrastructure Delivery  
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:** Regan, Tracie [mailto:Tracie.Regan@deta.qld.gov.au]  
**Sent:** Wednesday, 11 March 2009 10:11 AM  
**To:** Lynne Dixon  
**Subject:** FW: Thanks again: Fluoridation project deliverables  
**Importance:** High

Hi Lynne

I am lodging a submission with the Queensland Training Awards **today** and have included as one of our initiatives the responsiveness of our team in supporting the Queensland Water Industry.

Do I have your permission to use the below email from you as proof of effective teamwork?

Please advise,

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

2008 E-Coaching in the Workplace QLD Innovations Project

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*Setting new standards in water industry workplace training*

ph +61 07 4150 5845 fax +61 07 4150 5892

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---

**From:** Handyside, Alan P  
**Sent:** Tuesday, 9 December 2008 11:58 AM  
**To:** Morgan, Denise; Geldard, Jennifer  
**Cc:** Wheeler, Philip; Shang, Nicole; Regan, Tracie

**Subject:** RE: Thanks again

Glad to have Tracie back too, she laid the foundation before her leave and we just added a few bricks that Kate and the rest of the team supplied.

Alan H

-----  
ALAN HANDYSIDE  
WideBay TAFE  
Ph: 07 4120 6264  
=====

---

**From:** Morgan, Denise  
**Sent:** Tuesday, 9 December 2008 11:27 AM  
**To:** Handyside, Alan P; Geldard, Jennifer  
**Cc:** Wheeler, Philip; Shang, Nicole; Regan, Tracie  
**Subject:** FW: Thanks again

Please see message below which I have forwarded to Trevor and Ana.

Congratulations and thank you Alan and Jen for all your hard work on this project. It was a huge challenge given the multiple changes to the Code of Practice but you rose to the challenge and your effort was admirable.

Thank you also to those who supported them through this process.

Cheers....D

*Denise Morgan*

Manager - Teaching and Learning Innovation  
Wide Bay TAFE  
LMB 279  
Maryborough 4650  
PH: 07-41206454  
M: 0419730648  
[denise.morgan@deta.qld.gov.au](mailto:denise.morgan@deta.qld.gov.au)

---

**From:** Lynne Dixon [<mailto:Lynne.Dixon@dip.qld.gov.au>]  
**Sent:** Friday, 5 December 2008 11:20 AM  
**To:** Morgan, Denise  
**Cc:** Niblett, Kate  
**Subject:** Thanks again

Hi Denise,

I just wanted to drop a quick line to say thanks again - for all the hard work the team has done to pull together the fluoride course so quickly and so professionally and also for the lovely lunch the other day.

I was really surprised when I walked into the room and saw how few people worked in the 'team' Kate had spoken about. I will make sure that recognition of your group's contribution and efforts is passed along.

Thanks again and please let the team know that I am genuinely and very gratefully appreciative of their efforts.

Cheers

Lynne Dixon  
Director, Infrastructure Delivery



Department of **Infrastructure and Planning**

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**From:** Regan, Tracie  
**Sent:** Wednesday, 11 March 2009 2:19 PM  
**To:** Shang, Nicole  
**Subject:** FW: Thanks again: Fluoridation project deliverables as discussed and endorsed

*Tracie Regan* ext 5845 or phone 07 4150 5845

---

**From:** Lynne Dixon [mailto:Lynne.Dixon@dip.qld.gov.au]  
**Sent:** Wednesday, 11 March 2009 2:08 PM  
**To:** Regan, Tracie  
**Subject:** RE: Thanks again: Fluoridation project deliverables

Hi Tracie,

Thanks for clarifying this for me. While I can appreciate you are trying to promote the efforts of your team, I have some suggestions included below so that there is no perceived (though I realise there would be none intended ) criticism for other key partners that have also contributed significantly to this process - as it is perceived and intended more broadly that the operator training program for fluoride does not start and end with the on-line training.

Let me know what you think of the suggestions.

PS Colin's letter is also my thanks as without me writing it, would wouldn't have received it!! Good to get it two ways hey!! - I'll still take it as appreciation.....:-)

Lynne

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---

**From:** Regan, Tracie [mailto:Tracie.Regan@deta.qld.gov.au]  
**Sent:** Wednesday, 11 March 2009 1:48 PM  
**To:** Lynne Dixon  
**Subject:** RE: Thanks again: Fluoridation project deliverables

Hi Lynne  
I am happy to clarify this for you.

Our submission is for the framework we have established to give as much support to an online learner from the water industry as possible. I intend to use the letter from Colin Jensen in place of your email (although your thanks are just as appreciated!)

I have included the specific wording your your consideration and highlighted the para on Fluoridation.

*Responsiveness and provision of industry consistency*

- The e-learning platform provides the flexibility that the Water Industry requires for delivery of this training. It has enabled the water industry to provide the opportunity for existing workers to gain recognition through accredited qualifications, and also provide consistent training in a timely way for new staff.
- **The on-line component of the Fluoridation training was developed in conjunction with the Department of Infrastructure and Planning , TAFE QLD campuses and interjurisdictional agencies. The on-line product was required in an incredibly tight timeframe to meet the training needs of fluoridation plant operators in line with the rollout of the Fluoridation of public potable water supplies in South East Queensland. Commencement of the course development aligned with finalisation of the regulatory framework for water fluoridation. As a consequence, the training material underwent reviews and rewrites according to at least six drafts of key regulatory requirements. The regulatory framework, comprising of the Water Fluoridation Act 2008, Water Fluoridation Regulation 2008 and the Water Fluoridation Code of Practice 2008 are key reference documents that learners are required to read.**
- Water Industry Staff can participate in the training at times and in places which suit the individual and needs of the business. This suits the 24hr per day/7 days a week operations, because it provides an effective means to keep people on the job and integrate training more effectively into the study timetable and still meet business requirements. The students are in control of their study regimes, and while their employer allows time during working hours to complete the material, some do further work by accessing it on the internet at home.

and it is also mentioned as a deliverable product:

- NWP276A Fluoridation training (offered as accredited and non-accredited *Fluoride Safety* courses).

There are no other mentions of Fluoridation or that project within our submission.

Are you OK with this? I know Kate had some concern regarding this as well, but I have only asked for this submission due to the wonderful teamwork my team puts in day after day, with passion for the water industry. This deserves recognition.

Regards

*Tracie Regan* phone 07 4150 5845

---

**From:** Lynne Dixon [mailto:Lynne.Dixon@dip.qld.gov.au]  
**Sent:** Wednesday, 11 March 2009 1:37 PM  
**To:** Regan, Tracie  
**Subject:** FW: Thanks again: Fluoridation project deliverables

Hi Tracie,

Just a quick clarification regarding the use of the attached letter and email below for the awards submission. I assume that as the MOU regarding the development of the TAFE program was with TAFE Qld and there was input from a number of campuses for it, that the application is from TAFE Qld for the award, not just WBIT?

If it is just an application for the work WBIT did, I can't endorse the application as the result was as a consequence of a collaborative effort across campuses (and in fact other Government agencies and some local governments too).

Could you please clarify this for, me.

Cheers

Lynne

Lynne Dixon  
Director, Infrastructure Delivery  
Department of **Infrastructure and Planning**

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Ph: 07 4120 6264  
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*Denise Morgan*

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[denise.morgan@deta.qld.gov.au](mailto:denise.morgan@deta.qld.gov.au)

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