

**Chapman, Ann-Marie**

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**From:** Regan, Tracie  
**Sent:** Wednesday, 3 June 2009 2:36 PM  
**To:** Leeson, Helen; Rodger, Ana  
**Subject:** FW: Water and Waste Water Treatment units: Goulburn-Murray

Hi Ana, Helen

This is my last email to Adrian Kelleher, Operations Manager with G-M. It was not that we refused to work with them, it was that I offered to provide the most current training option. Note sure why Kate made her comment in her weekly report.

regards

*Tracie Regan* ext 5845 or phone 07 4150 5845

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**From:** Regan, Tracie  
**Sent:** Tuesday, 3 February 2009 3:45 PM  
**To:** Kelleher, Adrian  
**Cc:** Norman, Donna  
**Subject:** Water and Waste Water Treatment units

CC Donna

Hi Adrian

I understand you still have some people wanting to complete their NWP01 qualification and need NWP345A and NWP346A, unfortunately as we have registration in NWP07 we can no longer take enrolments into the old package. I did try (unsuccessfully) to contact you late last year regarding this query.

I can offer you the newer units of NWP345B (which uses the H2O Toolbox for a learning resource) and NWP346B (reviewed from our NWP01 resource). Enrolling into these units will assist any of your students transition to the newer qualification NWP30107 in Water Operations.

If you are still interested, perhaps you can let me know?

Wide Bay TAFE are now also offering NWP276A **Monitor, operate and report fluoridation systems** training online, if this is of interest.

looking forward to hearing from you,

**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

## Chapman, Ann-Marie

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

For your information

Trevor

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

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

Hi All,

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

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

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

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

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

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

Could you please respond with:

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

Regards,

Rob

Dr Rob Fearon

Executive Manager

qldwater - The Queensland Water Directorate

T: (07) 3252 4701

M: 0428 300 208

W: [www.qldwater.com.au](http://www.qldwater.com.au) <<http://www.qldwater.com.au>>

P Please consider the environment before printing this email

**Chapman, Ann-Marie**

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

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

So.... Here it is .....or here it is again.

Regards

Trevor

---

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

Hi All,

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

1. The water industry and particularly the urban utilities have expressed demand for greater access to vocational training, and asked **qldwater** to facilitate this access because of a previous lack of success in individual negotiations with training providers.
2. The demand for water industry training will increase markedly within the next two years and continue for at least the coming decade both within Qld, nationally and internationally.
3. Only a partnership between the industry and training providers that concurrently builds the capacity of both, will provide sustainable, long term training of an appropriate quality.
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5. In subsequent negotiations we have agreed to offer water training built on the training strengths of SkillsTech and the powerful online training of Wide Bay TAFE but better reflecting the training needs of the water industry. Initially this response was to occur in four ways, namely,
  - a. immediate development of fluoridation content and delivery to met the State government's ambitious SEQ roll-out (**60 students by December**) but also support the industry by providing ongoing training across the State (**>100 students by 2010**).
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  - d. seek national cooperation by water industry and RTOs as well as additional students, (e.g. through the Partnership project, with Commonwealth funding, between **qldwater** and TAFE Qld (via Kate Niblett) to promote e-learning to the water industry in general)
6. Build an ongoing partnership to ensure mutually beneficial, long-term training opportunities for the water industry and garnering industry representation on an ITAB-like body.

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

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

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

Could you please respond with:

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

Regards,  
Rob

Dr Rob Fearon  
Executive Manager  
**qldwater** - The Queensland Water Directorate

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

 Please consider the environment before printing this email

**Chapman, Ann-Marie**

**From:** Regan, Tracie  
**Sent:** Monday, 11 May 2009 3:00 PM  
**To:** Leeson, Helen  
**Cc:** Rodger, Ana; Schwenke, Trevor; Norman, Donna  
**Subject:** RE: Fluoridation operator training

Hi Helen

You should perhaps seek clarification from Kate but that appears to be the way it is written. I guess a 'panel' does suggest more than one supplier. I would like to know if S&B are supplementing their face to face training with online resources. Kate isn't clear on who is the preferred supplier for SEQLD; perhaps the negotiation with these service providers isn't complete? I think in the Tender Kate was to conduct some discussion and would advise the RTO on what the training preference strategy would be.

Not the time for rejoicing yet.

*Tracie Regan* ext 5845 or phone 07 4150 5845

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**From:** Leeson, Helen  
**Sent:** Monday, 11 May 2009 2:55 PM  
**To:** Regan, Tracie  
**Cc:** Rodger, Ana; Schwenke, Trevor; Norman, Donna  
**Subject:** FW: Fluoridation operator training

Hi Tracie

I have just re-read this....Does this mean that we did not get the go ahead for any of SEQ? and that we now have to compete with Simmonds and Bristow for what training is available?

*Helen*

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

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**From:** Niblett, Kate  
**Sent:** Monday, 11 May 2009 2:45 PM  
**To:** Leeson, Helen; Regan, Tracie  
**Cc:** david.atley@dip.qld.gov.au; MCNAMARA, Sue (Educ)  
**Subject:** Fluoridation operator training

Good Afternoon Helen and Tracie

Thank you for your response to the expression of interest for fluoridation training.

You have been selected to provide on-line training for regional communities. For your information, Simmonds and Bristow have been selected to provide face to face training in regional communities and indigenous training.

I will send a letter of agreement out to you shortly.

In the meantime please be aware that notification of your appointment will be forwarded to the IPMG, who will, in turn inform the PPWS. Until that occurs please do not contact any of the PPWS directly.

Should you have any further queries please do not hesitate to contact me



Regards  
Kate Niblett

**Chapman, Ann-Marie**

**From:** Niblett, Kate  
**Sent:** Tuesday, 2 June 2009 9:17 AM  
**To:** Leeson, Helen  
**Cc:** Rodger, Ana  
**Subject:** RE: Fluoridation training  
**Importance:** High  
**Follow Up Flag:** Follow up  
**Flag Status:** Red

Thanks Helen

Brett doesnt necessarily require a re-issue; a scan of the original SoA would be fine. Ana arranged a scanned copy for three other students last week - so it appears that this can be provided without requiring the original documents.

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

The fluoride incident has highlighted a couple of changes that need to be made to the on-line course before the next round commences. We still dont have a definite start date but I have requested that information and will liaise with all the stakeholders today. Hopefully I should have some news on dates and student numbers this week.

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

REgards  
 Kate

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

Hi Kate

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

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

Regards

*Helen*

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

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

Hi Helen

1/10/2009

DET RTI Application 340/5/1797 - File A - Document No. 806 of 991

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

Thanks  
Kate

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

Kate,

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

Thanks again  
Brett

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



Ph (07) 3437 4010 | Fax (07) 3437 4009 | M 0404 013 796 | E [bmyatt@seqwater.com.au](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)

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

Kate,

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

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

- 1) I would like to see if I can get a copy of the Web site training material and any handouts etc that relates to: (could be electronic or paper whatever is easier:
  - regulatory requirements for the Operators to record on form 4a daily,
  - requirement to record water fluoridated, fluoride used, calculate dose etc on this form
  - taking and testing daily sample; recording on form 4a
  - Operator response to discrepancy between daily sample result and calculated fluoride dose
- 2) Certificates: I have spoken to Ray Stephenson and we believe we should have copies of the TAFE certificates for five particular employees. If not, Ray will contact you to see if we can source them through you.
- 3) Face to Face Training Record Form (Attendance Signatures of Face to Face Training): We think we have copies of these – I have one form already that has three of the names I need. But if we cannot source

internally, Ray will contact you to see if we can source a copy of these attendance records from you.

Thanks again for your help

Regards

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



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)

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

Good morning Brett

I have sent through to you the following:

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

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

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

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

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

Regards  
Kate

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**Chapman, Ann-Marie**

**From:** Regan, Tracie  
**Sent:** Thursday, 5 March 2009 12:35 PM  
**To:** Norman, Donna; Leeson, Helen  
**Cc:** Rodger, Ana  
**Subject:** Re: Gold Coast Water

Hi Kate

I have talked to Ray and he should have ring you also by now. I clarified with Ray that non-operational staff at Gold Coast Water can receive their statement of attendance by completing the checkpoint 2.

He is going to take it from there.

There should not be any other training issues and I know you are working on the installation problems  
 Let me know if I can help.

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

**From:** Norman, Donna  
**To:** Leeson, Helen; Regan, Tracie  
**Cc:** Rodger, Ana  
**Sent:** Thu Mar 05 11:56:56 2009  
**Subject:** FW: Gold Coast Water

Hi Ladies

Please note Kate's reply below. Helen, can I suggest you contact Kate to clarify Wide Bay TAFE's position regarding this request.

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:** Niblett, Kate  
**Sent:** Thursday, 5 March 2009 11:53 AM  
**To:** Norman, Donna  
**Cc:** lynne.dixon@dip.qld.gov.au; david.atley@dip.qld.gov.au  
**Subject:** RE: Gold Coast Water

Thank you Donna but as the project manager for DIP it is my responsibility to ensure that any issues with the PPWS haeve been resolved. Therefore I would like:

1. A report from Tracie on when / how the issues have been resolved
2. Contact details for Gold Coast Water so I can assess any process flaws which have occurred throughtout the pilot. This issue may impact on future delivery and I would like to rectify any problems prior to the larger state-wide roll out

Should you have an issues with supplying me the contact details for GCWater, then perhaps you would oblige me by giving me a call on 0438 160 232 to discuss the matter

Regards  
Kate

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**From:** Norman, Donna  
**Sent:** Thu 5/03/2009 11:42 AM  
**To:** Niblett, Kate  
**Cc:** Regan, Tracie; Leeson, Helen  
**Subject:** RE: Gold Coast Water

Hi Kate

Tracie will contact Gold Coast Water's manager to resolve their training concerns as she has advised that she has been in contact with him previously.

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

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**From:** Niblett, Kate  
**Sent:** Thursday, 5 March 2009 10:25 AM  
**To:** Norman, Donna  
**Cc:** Regan, Tracie  
**Subject:** Gold Coast Water

Good morning Donna

Could you please forward the details (name, phone and email address) for your contact at Gold Coast Water. The trainer contacted me yesterday with some concerns regarding the training for a number of fellows currently enrolled.

I would prefer to talk directly with their manager and sort it out rather than try to go through individual students - hence my request

Regards  
Kate  
Project Manager - Operator Training  
Qld Fluoridation Project  
0438 160 232

**Chapman, Ann-Marie**

---

**From:** Leeson, Helen  
**Sent:** Friday, 1 May 2009 2:15 PM  
**To:** Leeson, Helen; Rodger, Ana; Norman, Donna; Regan, Tracie  
**Subject:** RE: Selection panel interview - fluoride training

Hi All

Tracie and I will attend this. We have organised to drive down the night before and meet with Rob Fearon water directorate and Marg Gray (the new project manager for the water industry worker program) while we are down.

Regards

*Helen*

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

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**From:** Leeson, Helen  
**Sent:** Thursday, 30 April 2009 12:17 PM  
**To:** Rodger, Ana; Norman, Donna; Regan, Tracie  
**Subject:** FW: Selection panel interview - fluoride training

FYI

*Helen*

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

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**From:** Niblett, Kate  
**Sent:** Thursday, 30 April 2009 11:24 AM  
**To:** Leeson, Helen  
**Cc:** david.atley@dip.qld.gov.au; MCNAMARA, Sue (Educ)  
**Subject:** Selection panel interview - fluoride training

Good morning Helen

As part of the selection for fluoridation training could you please make yourselves available for an interview on Friday May 8th at 10am - 10.45am. at Level 4, Cromwell House, 200 Mary Street, Brisbane City.

To avoid travel expense, the panel is happy for you to teleconference into this meeting. If you decide to teleconference could you please advise the telephone number you will be using.

Would you also advise who will attend the meeting on Wide Bay TAFE's behalf.

We look forward to discussing your tender response

Regards  
Kate Niblett  
MOB: 0438 160 232



**Chapman, Ann-Marie**

**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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**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 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

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

**Chapman, Ann-Marie**

**From:** Norman, Donna  
**Sent:** Wednesday, 11 March 2009 9:08 AM  
**To:** Regan, Tracie; Leeson, Helen  
**Cc:** Rodger, Ana  
**Subject:** RE: SEQW and fluoridation studies  
**Attachments:** QUOTE Dept of Infrastructure Planning Product Development.doc

Hi All

Just to confirm that in the quote letter (attached) there is no mention of who holds 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:** Regan, Tracie  
**Sent:** Wednesday, 11 March 2009 8:56 AM  
**To:** Norman, Donna; Leeson, Helen  
**Cc:** Rodger, Ana; Morgan, Denise  
**Subject:** RE: SEQW and fluoridation studies

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

---

**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

---

**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 infor 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

s.73(1) - Irrelevant information

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*

 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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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

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.

**Bundaberg**  
 Walker Street  
 Bundaberg Qld 4670  
 Fax 07 4150 5891

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

**Gympie**  
 71 Cartwright Road  
 Gympie Qld 4570  
 Fax 07 5480 3650

**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.

**Hervey Bay**  
 Urraween Road  
 Pialba Qld 4655  
 Fax 07 4120 6423

**Maryborough**  
 Nagel Street  
 Maryborough Qld 4650  
 Fax 07 4123 4184

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

Item:	Cost:
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>

**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**

**Chapman, Ann-Marie**

**From:** Regan, Tracie  
**Sent:** Tuesday, 30 September 2008 12:31 PM  
**To:** Rodger, Ana  
**Subject:** RE: Water Worker Training

Thanks for this Ana

The only omission I see is no mention of the registering of Traineeships process. Also, not sure that Kate is designing resources??

*Tracie Regan, LRM Training Officer, Wide Bay Institute of TAFE*  
 ENABLING EDUCATORS | SUPPORTING STUDENTS  
 ph 07 4150 5845 | fax 07 4150 5892 | **Mobile 0418 743 261** | postal: LMB 279 Maryborough QLD 4650 |

**From:** Rodger, Ana  
**Sent:** Mon 29/09/2008 7:34 PM  
**To:** Regan, Tracie; Leeson, Helen; Niblett, Kate; Morgan, Denise  
**Subject:** FW: Water Worker Training

fyi

Regards

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"*

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

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

So.... Here it is .....or here it is again.

Regards

Trevor

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

Hi All,

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

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

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

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

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

Could you please respond with:

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

Regards,  
Rob

Dr Rob Fearon  
Executive Manager  
**qldwater** - The Queensland Water Directorate

T: (07) 3252 4701

M: 0428 300 208

W: [www.qldwater.com.au](http://www.qldwater.com.au)



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Faxed on 4120 \$ 2466

HF 30/09/09

# Form of Agreement

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



Quote Date: 30/09/09 Quote expiry date: 30/10/09  
 Client Trading Name: Wide Bay Population Health Unit - Qld Health  
 CEO/Manager/Owner Name: Harold Figueroa  
 Position title: Director Environmental Health - Wide Bay Population Health Unit  
 Signature:   
 Date: 30/09/09  
 Agreement start date: ASAP Agreement end date: As soon as course completed

Number of participants per group (If group training, then list of participants names needs to be provided by client approx. 1 week prior to commencement of training) OR	2	Description of Training to be provided	
		NWP276A - Monitor Fluoridation Systems (Online) - Non-Assessable	
Participant's name if individual	s.73(1) - Irrelevant information	Duration of training eg hrs, wks, mths or yrs.	6 - 8 Weeks

## Total cost per person

\$200.00

## Payment schedule

\$200.00/person Due by 100% on enrolment

\*Please note Cancellation / withdrawal clause applies to the Payment schedule as detailed.

## Billing details

Contact name: Harold Figueroa  
 Purchase order no (if applicable): Cost Centre 347320 Internal Order 14901  
 Billing address: PO Box 724  
 Town/State/Postcode: Hervey Bay QLD 4655  
 ABN:  
 Phone: (07) 4120 6000  
 Mobile: 0409 637 843  
 Fax: (07) 4120 6009  
 Email: Harold\_Fgueroa@health.qld.gov.au

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

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

**Mattson, Abby**

**From:** Daniel Field [Daniel\_Field@health.qld.gov.au]  
**Sent:** Monday, 28 September 2009 9:23 AM  
**To:** Mattson, Abby  
**Subject:** Fluoridation Training  
**Attachments:** Water Fluoridation Training Participants.doc

Hi Abby,

Please find attached a list of participants for the water fluoridation training. Could you please indicate when we could begin the training. We would like to start sometime soon after the 6th of October.

Your help in this process is greatly appreciated.


If you need any further action on my behalf, please feel free to contact me.

Kind Regards,

Daniel Field

A/Senior Environmental Health Advisor  
Water Quality Unit  
Environmental Health Branch  
Queensland Health  
15 Butterfield Street  
Herston Qld 4006

PO Box 2368  
Fortitude Valley BC 4006  
Phone: 07 3328 9348  
Fax: 07 3328 9354

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\*\*\*\*\*



**Mattson, Abby**

**From:** Daniel Field [Daniel\_Field@health.qld.gov.au]  
**Sent:** Tuesday, 29 September 2009 9:32 AM  
**To:** Mattson, Abby  
**Subject:** RE: FW: Fluoridation Training  
**Attachments:** Water Fluoridation Training Participants - updated.doc

No problems Abby. Here they are.


I think I mentioned that I'll need to give the directors a 'heads-up' before the forms go out.

Thanks again,

Daniel Field

A/Senior Environmental Health Advisor  
Water Quality Unit  
Environmental Health Branch  
Queensland Health  
15 Butterfield Street  
Herston Qld 4006

PO Box 2368  
Fortitude Valley BC 4006  
Phone: 07 3328 9348  
Fax: 07 3328 9354

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>>> "Mattson, Abby" <Abby.Mattson@deta.qld.gov.au> 29/09/2009 8:18 am >>>

Hi Daniel

Could you please include the Director's email addresses as well? Sorry.

Thanks

Abby

---

**From:** Daniel Field [mailto:Daniel\_Field@health.qld.gov.au]  
**Sent:** Tuesday, 29 September 2009 7:21 AM  
**To:** Mattson, Abby  
**Subject:** Re: FW: Fluoridation Training

Hi Abby,

Not quite sure what happened there. I was sure I sent the updated version. In any case, here it is.

Regards,

Daniel Field

A/Senior Environmental Health Advisor  
Water Quality Unit  
Environmental Health Branch  
Queensland Health

29/09/2009

DET RTI Application 340/5/1797 - File A - Document No. 829 of 991

15 Butterfield Street  
Herston Qld 4006

PO Box 2368  
Fortitude Valley BC 4006  
Phone: 07 3328 9348  
Fax: 07 3328 9354

 please consider the environment before printing this email

>>> "Mattson, Abby" <Abby.Mattson@deta.qld.gov.au> 28/09/2009 3:47 pm >>>

Hi Daniel

I'm sorry I cannot see any change in the document. Did I receive the right one?

Thanks

Abby

---

**From:** Daniel Field [mailto:Daniel\_Field@health.qld.gov.au]  
**Sent:** Monday, 28 September 2009 10:38 AM  
**To:** Mattson, Abby  
**Subject:** Fluoridation Training

Abby,

I've updated the table to include the participant's Director (who will be responsible for authorising expenditure).

Regards,

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**Mattson, Abby**

---

**From:** Daniel Field [Daniel\_Field@health.qld.gov.au]  
**Sent:** Tuesday, 29 September 2009 9:38 AM  
**To:** Mattson, Abby  
**Subject:** updated list  
**Attachments:** Water Fluoridation Training Participants - updated.doc

Abby,

I've just been informed that a couple of guys from our Cairns PHU won't be undertaking the course. See amended list attached.

Dan

\*\*\*\*\*

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**Ward, Mary**

---

**From:** Nordling, Lorelle  
**Sent:** Thursday, 17 September 2009 12:24 PM  
**To:** 'fraser\_gifford@health.qld.gov.au'  
**Cc:** Ward, Mary; Regan, Tracie  
**Subject:** FOA~Population Health Services\_Fraser Gifford.doc  
**Importance:** High  
**Attachments:** 2009 RPL WaterDL bifold flyer.pdf; NWP20107 Fluoridation.pdf; Water Industry Corporate Capability Version 2.pdf; 2009 Fluoridation.pdf; personal\_details.pdf; FOA~Population Health Services\_Fraser Gifford.doc

Dear Fraser,

Please find attached the Form of Agreement for training in NWP276A Monitor operate and report fluoridation systems (Online delivery). Once you have completed your details, could you fax or email the signed Form of Agreement back to me to the numbers below as soon as possible. Tracey Regan will contact you to advise of the dates for this training etc. I have attached Student Personal Details and Enrolment Selection Forms for the participants to complete and return so they can be enrolled prior to the commencement of this program.

Should you have any questions, do not hesitate in contacting me.

Kind regards,

*Lorelle Nordling (on behalf of Donna Norman)*  
*Executive Support Officer, Training Solutions-Industry Engagement & Marketing Unit*

Wide Bay Institute of Tafe Phone: +61 7 4120 2467 Fax: +61 7 4120 2466  
Mail: LMB 279 Maryborough. Qld. Australia 4650  
Email: [lorelle.nordling@deta.qld.gov.au](mailto:lorelle.nordling@deta.qld.gov.au)

**Ward, Mary**

**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  
**Attachments:** NWP20107 Fluoridation.pdf

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@det.qld.gov.au](mailto:wbit.water@det.qld.gov.au) for further information, thanks

**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 workplace training*

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

**Mobile 0418 743 261**

postal: LMB 279 Maryborough Queensland 4650 AUSTRALIA

10 December 2008

*Final Version*

**The Chief Executive Officer  
Public Potable Water Suppliers**

**All Mail**  
Locked Mail Bag 279  
Maryborough Qld 4650  
Australia

**RE: Agreement for Water Fluoridation Training – 2009 Roll Out**

**Web**  
widebay.tafe.qld.gov.au

On behalf of TAFE Qld I would like to thank you for the opportunity to submit this proposal for training in NWP276A Monitor, Operate and Report Fluoridation Systems to your organisation.

**Phone**  
1300 656 188

This training will support the State Fluoridation roll out scheduled for 2009.

**Bundaberg**  
Walker Street  
Bundaberg Qld 4670  
Fax 07 4150 5891

**Details of Student Enrolment and Assessment Cost:**

**Gympie**  
71 Cartwright Road  
Gympie Qld 4570  
Fax 07 5480 3650

Program details	Per Student Fee
NWP276A Monitor, Operate and Report Fluoridation Systems	\$500.00

**Hervey Bay**  
Urraween Road  
Pialba Qld 4655  
Fax 07 4120 6423

The above fee includes:

- On-line delivery and assessment
- Learning and study materials
- Course evaluations
- Enrolment and administration processes
- TAFE Statement of Attainment and/or Statement of Attendance.

**Maryborough**  
Nagel Street  
Maryborough Qld 4650  
Fax 07 4123 4184

**What do you need to do:**

Should you wish to accept this training proposal please complete and sign the attached Form of Agreement and fax to Mary Ward (07) 41 234 184.

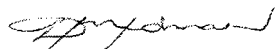
**Point of contact – acceptance of agreement**

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

- **Helen Leeson** Faculty Manager on (07) 41 202 593 for all program delivery issues.
- **Mary Ward** Administration Officer - Customer Care on (07) 41 202 526 for all administrative and financial enquiries.

Please refer to the Terms and Conditions of Training on the reverse of this letter and thank-you again for the opportunity to provide quality training to your organisation.

Yours sincerely



Donna Norman  
**A/Director, Training Solutions  
Wide Bay Institute of TAFE**



**TAFE Queensland**  
Queensland Government

Department of  
Education, Training and the Arts

## Terms and Conditions to Training:

### **Date/s**

Delivery dates to be confirmed on the completion of the Form of Agreement.

### **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.

### **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 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 program 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.

### **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.



# Form of Agreement

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

**Quote Date:** 11-Dec-2008

Client Trading Name: \_\_\_\_\_

CEO/Manager/Owner Name: \_\_\_\_\_

Position title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Agreement start date:** 2-Jan-2009      **Agreement end date:** 15-Dec-2009

Number of participants per group (if group training, then list of participants names needs to be provided by client approx. 1 week prior to commencement of training)		<b>Description of Training to be provided</b>  NWP276A Monitor, Operate and Report Fluoridation Systems
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<b>Total cost per person</b>	\$500-00
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**Payment schedule**  
\$500-00      100% on enrolment

**Billing details**

Contact name: \_\_\_\_\_

Purchase order no (if applicable): \_\_\_\_\_

Billing address: \_\_\_\_\_

Town/State/Postcode: \_\_\_\_\_

ABN: \_\_\_\_\_

Phone: \_\_\_\_\_

Mobile: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

On completion, please return this form by fax to Mary Ward on (07) 4123 4184 or mail to:

**Attn:** Mary Ward  
 Customer Care - Maryborough  
 Wide Bay Institute of TAFE  
 LMB 279  
 MARYBOROUGH QLD 4650



## Department of Infrastructure and Planning

ABN: 544 566 766 79

20 October 2008

Ms Kate Niblett  
Department of Infrastructure and Planning  
PO Box 15009  
CITY EAST, BRISBANE QLD 4002

Telephone: 0417 799 945

Dear Kate

Further to our conversation, I have pleasure in resubmitting a proposal for the delivery of a unit of competency under Certificate II in Water Treatment.

The training will be undertaken on-site at the following locations –

Landers Shute (near Montville), West Bank Mt Crosby and Molendinar (Gold Coast)

If the proposal is acceptable, please confirm by signing and returning the attached Offer of Acceptance to:

- Mail: Locked Mail Bag 2020, Archerfield, Qld 4108
- Fax: (07) 3259 3008
- Email: [lynne.taylor@deta.qld.gov.au](mailto:lynne.taylor@deta.qld.gov.au)

This quote will remain fixed for ninety days from the date of this letter.

Please note that until a signed copy of this contract is received, delivery cannot commence.

Should you require further information, please contact:

Commercial Unit

- Phone: (07) 3259 3015
- Fax:: (07) 3259 3008
- Email: [lynne.taylor@deta.qld.gov.au](mailto:lynne.taylor@deta.qld.gov.au)

Yours sincerely

**Lynne Taylor**  
SkillsTech Partners  
SkillsTech Australia

ABN: 544 566 766 79

20 October 2008

## ACCEPTANCE OF OFFER

### Department of Infrastructure and Planning

agrees to purchase the following Training Program Service from SkillsTech Australia at the cost and conditions set out below.

<b>Program Title:</b>	Certificate II in Water Treatment
<b>Unit/s of Competency</b>	NWP276A Monitor, Operate and Report Fluoridation Systems
<b>Maximum Participants per Program:</b>	20
<b>Program Times:</b>	To be negotiated with SkillsTech Australia Business Manager
<b>Program Dates listed below -</b>	
<b>17 &amp; 18 November 2008</b>	Training Session 1 – Landers Shute (near Montville)
<b>19 &amp; 20 November 2008</b>	Training Session 2 – West Bank Mt Crosby
<b>24 &amp; 25 November 2008</b>	Training Session 3 – Molendinar (Gold Coast)
<b>26 &amp; 27 November 2008</b>	Training Session 4 – West Bank Mt Crosby
<b>1 &amp; 2 November 2008</b>	Training Session 5 – West Bank Mt Crosby
<b>Training Cost:</b>	\$22,545
<b>Number of Observation Hours:</b>	40 hours
<b>Observation Cost:</b>	\$10,980
<b>Project Manager:</b>	Kate Niblett
<b>Participants Enrolled by:</b>	Wide Bay Institute of TAFE
<b>Resources Provided by:</b>	All class materials including power point presentation template is Wide Bay Institute of TAFE responsibility
<b>Moderation by:</b>	SkillsTech Australia/SEQ Water
<b>Teaching Responsibilities:</b>	Two teachers will establish and conduct the first training session at Landers Shute, thereafter the training will be conducted by a single teacher.
<b>The Department of Infrastructure and Planning to provide:</b>	Training rooms , all associated equipment including whiteboard, overhead projector, computer and data projector
<b>Payment Terms:</b>	Internal journal transfer from Wide Bay Institute of TAFE to SkillsTech Australia
<b>Training Outcome:</b>	Statement of Attendance

ABN: 544 566 766 79

20 October 2008

### ACCEPTANCE OF OFFER

#### Department of Infrastructure and Planning

agrees to purchase the following Training Program Service from SkillsTech Australia at the cost and conditions set out below.

Program Title:	Certificate II in Water Treatment
Unit/s of Competency	NWP276A Monitor, Operate and Repair Fluoridation Systems
Maximum Participants:	20 per class
Program Times:	To be negotiated with SkillsTech Australia Business Manager
Program Dates listed below -	
17 & 18 November 2008	Training Session 1 – Landers Shute (near Montville)
19 & 20 November 2008	Training Session 2 – West Bank Mt Crosby
24 & 25 November 2008	Training Session 3 – Molendinar (Gold Coast)
26 & 27 November 2008	Training Session 4 – West Bank Mt Crosby
1 & 2 November 2008	Training Session 5 – West Bank Mt Crosby
Training Cost:	\$22,545 10 DAYS F2F ON SITE
Number of Observation Hours:	40 hours
Observation Cost:	\$10,980 5 DAYS ON SITE
Project Manager:	Kate Niblett
Participants Enrolled by:	Wide Bay Institute of TAFE
Resources Provided by:	All class materials including power point presentation template is Wide Bay Institute of TAFE responsibility
Moderation by:	SkillsTech Australia
Teaching Responsibilities:	Two teachers will establish and conduct the first training session at Landers Shute, thereafter the training will be conducted by a single teacher.
The Department of Infrastructure and Planning to provide:	Training rooms , all associated equipment including whiteboard, overhead projector, computer and data projector KN
Payment Terms:	30 days from date of invoice subject to credit approval -
Training Outcome:	Statement of Attainment - ATTENDANCE

**Note:** \*This quote has been calculated at the current fee structure for Department of Education Training and the Arts General VET Revenue programs.

Fees may be subject to change due to departmental adjustment of fees for General VET Revenue programs. If a fee increase is implemented by the Department of Education, Training and the Arts for General VET Revenue programs, the new fee structure will apply to this agreement.

The contract price is binding for the program dates stated above only.

Any cancellation of confirmed programs may incur a cancellation fee of 10% of quoted program costs.

All quoted prices are GST inclusive. This program is accredited training and GST only applies to indirect delivery costs. The prices set out in this agreement are exclusively of any tax to be introduced on amounts payable on the supply of goods, real property, services of any other thing supplied in connection with the agreement (GST).

If GST is payable on a supply of services to be made under this agreement then any amount payable for such supply shall be increased by the amount of any GST (or any such amount permitted by law) payable with respect to such supply.

For the purpose of ensuring that any issues are resolved in a timely manner.

**SkillsTech Australia**

SkillsTech Partners

Name:  
Address: Locked Mail Bag 2020, Archerfield Qld 4108  
Phone: (07) 3259 3015  
Fax: (07) 3259 3008  
Email: [skillstechpartners@deta.qld.gov.au](mailto:skillstechpartners@deta.qld.gov.au)

Business Manager

Name: Mark Baker  
Location: Eagle Farm Training Centre  
Phone: 0417 605 546  
Email: [mark.baker@deta.qld.gov.au](mailto:mark.baker@deta.qld.gov.au)

**Department of Infrastructure and Planning**

Notices

Name: Ms Kate Niblett  
Position:  
Postal Address: PO Box 15009, BRISBANE CITY EAST, QLD 4002  
Phone: 0417 799 945  
Fax:  
Email:

Purchase Order:

Accounts

Name:  
Position:  
Billing Address:

Sign: \_\_\_\_\_  
**Department of Infrastructure and Planning**

Date: \_\_\_\_\_

## Terms and Conditions

### **Privacy Declaration**

Personal information collected as a result of enrolment will be used by the Department of Education Training and the Arts for general student administration, vocational education and training administration and regulation, as well as departmental planning, reporting, communication, research, evaluation, auditing and marketing. Only authorised departmental officers have access to this information.

Personal information may be disclosed to Commonwealth and State Government authorities and agencies.

Personal information may be shared with other Queensland TAFE Institutes in which students enrol or apply to enrol, as stated in the TAFE Student Rules.

School-based apprentice or trainee personal information, attendance details, progress and results will be disclosed to the school and the Queensland Studies Authority.

Results may be disclosed to the Queensland Tertiary Admissions Centre.

Apprentice or trainee personal information, attendance details, progress and results will be disclosed to the employer or host employer.

For students under the age of 18 years, personal information, attendance details, progress and results may be disclosed to the parent and/or guardian.

For students studying at a Queensland Institute of TAFE towards secondary education, personal information, attendance details, progress and results will be disclosed to the school, and to the Queensland Studies Authority as authorised by the Youth Participation in Education and Training Act 2003.

No further access to enrolment information will be provided to any other organisation or persons without student consent or, unless authorised or required by law, in accordance with the

*Information Privacy Principles in Information Standard 42.*

### **In this Agreement:**

A reference to a person includes a reference to corporations and other entities recognised by law;

The singular includes the plural and vice versa;

Clause headings are not to be used as an interpretation aid;

Where there is any conflict between the Schedules or Annexures hereto and a clause contained in this Agreement, the provisions of the clause will prevail to the extent of the inconsistency; and

A reference to a clause, schedule or attachment is a reference to a clause, schedule or attachment to this Agreement and includes any amendment to the same made in accordance with this Agreement.

### **Role of the Training Provider**

The State agrees to deliver the Training Program set out in the Contract.

The State will deliver the Training Program exercising the degree of skill and competence normally exercised by persons performing services of a similar nature.

The State will deliver the Training Program within the time constraints set out in the Contract.

The State will not publicise any aspect of the Training Program without the prior approval in writing of the Client.

All premises, fixtures, fittings, equipment and student aids necessary for participants to undertake the Training Program will be the responsibility of the nominated party as outlined in the Contract.

The State through TAFE Queensland will issue to each successful participant of a Course of the Training Program a TAFE QUEENSLAND AWARD recognising their completion of the Course.

The State will conduct the Training Program in accordance with the AQTF Standards and the National Training Package Guidelines.

### **Fees and Payment**

The State will deliver the Training Program for the Fee specified in the Contract.

Payment of the Fee will be made in the manner and timeframe set out in the Contract.

### **Term**

This Agreement will commence on the date of execution of this Agreement by both parties and unless otherwise terminated earlier in accordance with its terms, will continue until the Training Program has been delivered in accordance with this Agreement.

### **State not Representative of the Client**

The State and any persons employed by the State in the performance of this Agreement will not be or deemed to be in the service or employment of the Client.

During all such times as the State and any servant, agent or sub-contractor of the State is present upon the client Site, the State and all such persons shall abide by all the rules and procedures in effect at the Site and as advised from time to time by the Client.

Nothing in this Agreement will evidence the relationship of any partnership or joint venture between the parties.

### **Client not Representative of the State**

The Client will not:

By virtue of this Agreement be or become an employee or agent of the State; or

Represent itself or allow itself to be represented as an employee or agent of the State.

### **Intellectual Property**

All intellectual property rights in course material, class notes and training aids prepared, developed by or licensed to the State shall remain vested in the State.

All intellectual property rights in course material, class notes or training aids supplied by the Client shall remain vested in the Client or the owner, as the case may be.

Neither party will reproduce or copy course material, class notes and training aids without the prior written consent of the party who has supplied or caused others to supply such materials.

Neither party will either, during the term of this Agreement or thereafter, permit or suffer any employee, agent, sub-contractor or other person for whose actions it is responsible to sell, use or otherwise deal with the intellectual property rights of the other party, whether for profit or not.

### **Sub-Contracting**

The State will not sub-contract any part or parts of its obligations under the Agreement unless it has made prior application in writing to the Client giving full particulars of its obligations which it wishes to sub-contract and of the proposed sub-contractor and has obtained the written approval of the Client.

An approval to sub-contract any part of the work or obligations under this Agreement given by the Client in pursuance of this clause will not relieve the State of any of its liabilities or obligations under this Agreement.

### **Training Evaluation**

The State agrees to submit to the Client, in writing, a Course Evaluation Report within the time constraints set forth in the Contract.

### **Limit of Liability**

The State will not be under any liability to the Client in respect of any loss or damage (including consequential loss or damage) whether in tort or in contract, which may be suffered or incurred or which may arise directly or indirectly in respect of the delivery of the Training Program.

Where any legislation implies any term, condition or warranty that avoids or prohibits provisions in a contract excluding or modifying the application of, or exercise of, or liability under such terms, conditions or warranty, such terms, conditions or warranty will be deemed to be included in this Agreement. However, the liability of the State for any breach of such terms, conditions or warranty will be limited, at the option of the State, to one or more of the following:

The delivery of the training again;

The payment of the cost of having the training delivered again by another party;

Foregoing the Fee payable for such training under this Agreement.

These provisions apply in favour of the State, its servants, agents and sub-contractors.

#### Assignment

This Agreement will not be assigned or novated in whole or in part by the State without the prior written consent of the Client.

#### Governing Law

This Agreement will be governed and construed according to the law of the State of Queensland and the parties submit to the jurisdiction of the courts of the State of Queensland.

#### Waiver

The failure of either party to enforce at any time any clause of this Agreement will in no way be integrated as a waiver of such clause. The waiver by a party of any breach of a clause of this Agreement by the other party will not be deemed to be a waiver in respect of any other clause of any subsequent breach of that clause.

#### Entire Agreement

This Agreement constitutes the entire agreement between the parties in relation to its subject matter.

#### Variation of Agreement

This Agreement may be varied at any time by an agreement in writing executed by both parties.

It will be sufficient evidence of an agreement to vary the Contract, if the parties execute and date a document stated to be a substitute Contract.

Where the client requires a variation to the Training Program, the parties will negotiate in good faith a variation of the fees and the time for completion and failing agreement, the fees and time for completion will be determined pursuant to the Disputes clause. The State will not commence work on the variation to the Training Program without the Client's consent and the written agreement of both parties to the varied fees and time for completion.

#### Injuries

In the event of any injury or incident to any servant, agent or sub-contractor of the State which occurs at the client Site, the Client undertakes to obtain such medical or other assistance as is reasonably available and to notify the State as soon as possible thereafter.

Where the State so requests, the Client will arrange any medical evacuation, deemed necessary by the State, or its servant, agent or sub-contractor.

The State undertakes to meet all the outlays incurred by the Client in such respects where the injury or accident was not caused by the negligence of the client or its servants or agents.

#### Severability

In the event that any or any part of the terms or conditions of this Agreement are determined as being invalid, unlawful or unenforceable wholly or to any lesser extent, such term or condition to the extent that it is invalid, unlawful or unenforceable, will be severed from the remaining terms and conditions and the remaining terms and conditions will continue to be valid and enforceable to the fullest extent permitted by law.

#### Disputes

The parties must seek to settle any dispute arising in connection with this Agreement by negotiation, mediation or conciliation between the parties. In any such proceeding, each party may, at its election, be represented or accompanied by a duly qualified legal practitioner.

For the avoidance or settlement of disputes, and for the better management of this Agreement, the parties each nominate the contact persons set out in the Contract.

#### Costs

Whether or not any of the training contemplated by this Agreement is delivered, each party will pay their own costs and expenses of and incidental to the negotiation, preparation and execution of this Agreement.

#### Termination

The State is entitled by notice in writing to the Client to forthwith terminate this Agreement if:

The Client fails to observe, comply with or fulfil any of the Client's obligations under or arising out of this Agreement and such failure continues for seven (7) days after written notice thereof.

The Client enters into liquidation (otherwise than for the purpose of reconstruction), an application is made or a resolution is passed for the winding up of the Client, a receiver or official manager is appointed, or any other step in insolvency proceedings is taken;

The Client ceases to carry on business; or

The Client ceases to operate the Site.

Termination of this Agreement as provided for under any clause is without prejudice to such other rights as the State may have against the Client.

Upon termination of this Agreement under any clause, the State remains entitled to all monies then due and owing to it under this Agreement.

#### Force Majeure

A party will not be liable for any delay or failure to perform its obligations under this Agreement if such failure or delay is due to Force Majeure.

The term Force Majeure includes:

War, whether declared or undeclared, revolution or act of public enemies;

Riot or civil commotion;

Strike, stoppage, ban, limitation on work or restraint of labour, whether at the client Site or any other place;

Act of God;

Fire, flood, storm, tempest or washaway; and

Act or restraint of any government, or semi-government, or other public or statutory authority.

Where a party is unable, by reason of Force Majeure, to carry out wholly or in part its obligations under this Agreement (other than an obligation to make any payment), it will forthwith give to the other party written notice of such Force Majeure with reasonably full particulars thereof, whereupon the obligations of that party so far as they are affected by such Force Majeure will be suspended during, but not longer than, the continuance of (and for such further period thereafter as is reasonable in the circumstances) the Force Majeure.

The party giving the notice will take all steps and use all reasonable diligence to remove the Force Majeure as quickly as practicable, save that it will not thereby be rendered liable to settle any strike or other labour difficulty on terms not reasonably acceptable to it.

If either party is unable to perform its obligations under this Agreement due to Force Majeure and the inability continues for a period of 30 days, either party may terminate this Agreement immediately on providing written notice to the other party.

#### Notices

Notices must be in writing and may be delivered by prepaid postage, by hand or by facsimile transmission to the parties at the addresses specified in the Contract or other address subsequently notified by a party to the other. Notices will be deemed to be given -

Two (2) days after deposit in the mail with postage prepaid;

Immediately upon delivery by hand; or

Immediately upon an apparently successful facsimile transmission of the entire notice being noted by the sender's transmitter, unless sent on a Saturday or Sunday or after 5:00 PM on any other day ("a week day"), in which case the notice will, be deemed to be given at 9:00 AM on the next week day.

#### Execution by Facsimile

This Agreement may be entered into and become binding on the parties by one party (in this clause called the 'First Party') signing a copy of the Agreement and transmitting a facsimile copy thereof to the other party (in this clause called the 'Second Party') and the Second Party signing that facsimile copy and re-transmitting it to the First Party.

Where the parties utilise this clause, then where a party transmits a signature by facsimile, such party adopts the facsimile signature as reproduced by the other party's facsimile machine as an original signature.

**Norman, Donna**

**From:** Lynne Dixon [Lynne.Dixon@infrastructure.qld.gov.au]  
**Sent:** Monday, 3 November 2008 12:56 PM  
**To:** Norman, Donna  
**Cc:** Elaine McGill; Vlad Skorin  
**Subject:** RE: Quote and Form of Agreement for the Product Development

Hi Donna,

Please find attached the signed Form of Agreement for the the development of the e-learning resource for the unit NWP276A Monitor, Operate and Report Fluoridation Processes as provided by you.

As discussed, I understand that the quote is inclusive of GST.

When appropriate, please forward an electronic copy of the invoice to facilitate faster processing.

Thanks

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

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

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**From:** Norman, Donna [mailto:Donna.Norman@deta.qld.gov.au]  
**Sent:** Monday, 6 October 2008 2:46 PM  
**To:** Lynne Dixon  
**Subject:** Quote and Form of Agreement for the Product Development  
**Importance:** High

Hi Lynne

Please find attached the quote and Form of Agreement for the development of the e-learning resource for the unit NWP276A Monitor, Operate and Report Fluoridation Processes for your consideration.

Should you wish to accept this quote please complete and sign the Form of Agreement and return this via fax on 07 41202466.

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

Cheers for now.

*Donna Norman*

Donna Norman | A/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

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!DEPTSTAMP!

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**

Item:	Cost:
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>

**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**

# Form of Agreement

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



TAFE Queensland  
Queensland Government

Department of  
Education, Training and the Arts

Quote Date: 06/10/08 Quote expiry date: 06/11/08  
Client Trading Name: Lynne Dixon  
CEO/Manager/Owner Name: Department of Infrastructure and Planning  
Position title:  
Signature: *Lynne Dixon*  
Date:  
Agreement start date: 1 October 2008 Agreement end date: 31 December 2008

Description of Services to be provided:

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

Item:	Cost:
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
Total:	\$6500.00

Total cost
\$6,500.00

## Payment schedule

\$6,500.00 Due by 100% on commencement of Service

## Billing details

Contact name: Lynne Dixon  
Purchase order no (if applicable):  
Billing address: Department of Infrastructure and Planning, Comalco House, 30/12 Creek Street  
Town/State/Postcode: Brisbane Qld Po Box 15009  
ABN: City East 4002.  
Phone: 07 3237 7468  
Mobile: 0417 196 818.  
Fax:  
Email: lynne.dixon@infrastructure@qld.gov.au

On completion, please return this form by fax to (07) 4120 2466 or mail to:  
Administration Officer, Sales and International  
Training Solutions  
Wide Bay Institute of TAFE  
LMB 279  
MARYBOROUGH QLD 4650

**PAGE 2 – TAFE USE ONLY – SALES OFFICER TO COMPLETE**

<b>Sales Officer Name</b>	DONNA NORMAN		
<b>Client Trading Name</b>	DEPARTMENT OF INFRASTRUCTURE AND PLANNING		
<b>Client Contact Name</b>	LYNNE DIXON		
<b>Qualification Program Code</b>	THE DEVELOPMENT OF THE E-LEARNING RESOURCE FOR THE UNIT NWP276A MONITOR, OPERATE AND REPORT FLUORIDATION PROCESSES.		
<b>Qualification Name/Title</b>			
<b>LIST OF UNITS (if not full program)</b>			
<b>DP NOT REQUIRED – DEVELOPMENT SERVICES</b>			
<b>Delivery Mode</b>	INTERNAL <input type="checkbox"/>	ONLINE <input type="checkbox"/>	EXTERNAL <input type="checkbox"/>
<b>Location of Training</b>			
<b>Campus doing delivery (if different from Location of Training)</b>			
<b>Training commencement date:</b>			
<b>Training completion date</b>			
<b>Trainer Name</b>	INNOVATIONS UNIT TO DELIVER THESE SERVICES.		
<b>Fee to be charged (please indicate fee per person or per group)</b>	\$6,500.00		\$ Per Group
<b>Fund Source</b>	<input checked="" type="checkbox"/> FEE FOR SERVICE	<input type="checkbox"/> DIRECT GRANT	<input type="checkbox"/> LEVERAGED <small>(if leveraged you need to attach a costing matrix which includes each unit of competency)</small>
<b>Notes which may assist in setting up the Delivery Package:</b>			

Administration Officer Sales & International to complete

<b>Recorded on CRM</b>	
<b>Contract Code:</b>	
<b>Schedule ID:</b>	
<b>Notes for Customer Care Leader</b>	



**Queensland Government**  
Department of Education, Training and the Arts

**TAX INVOICE / STATEMENT**  
Department of Education, Training and the Arts ABN 54 456 676 679

Page : 1

Department of Infrastructure & Pla  
PO Box 15009  
CITY EAST QLD 4002

Client Reference Number: 5110571407

Invoice Reference Number : 2888008  
Invoice date: 01/12/2008

Contact Details: Please see over page.

**ACCOUNT ACTIVITY**

Previous Account Balance:	0.00
New Charges:	6500.00
Payments and Credits:	(0.00)
Current Account Balance:	6500.00
<b>Amount Due:</b>	<b>\$6500.00</b>
<b>Payment Due By:</b>	<b>31/12/2008</b>

If you have already made the required payment, thank you. Adjustments will appear on your next Tax Invoice/Statement.  
**If balances remain unpaid further recovery action will be taken.**

Charges due outside this billing period will be displayed on upcoming invoice/statements.  
All Amounts include GST if applicable, refer to Tax Invoice/Statement detail where GST has been applied.  
**Note: Unless otherwise advised, all payments will be allocated to the oldest debt.**

**PAYMENT METHODS**

**By BPAY**



**BILLER CODE: 999870**  
**REF: 1105 7140 75**

Contact your financial institution to make the payment from your account. You will need to enter the biller code and REF number shown above. More information: [www.bpay.com.au](http://www.bpay.com.au)

**By Phone**

Call your TAFE Queensland Institute to make a payment. Payment can be made by credit card. (Note: American Express is only accepted at some Institutes). Refer overleaf for contact details.

**By Mail**

Post the payment slip below with your cheque made payable to: Department of Education, Training and the Arts OR supply your credit card details including signature on the payment form below.

Payments can be posted to your Institute, refer overleaf for postal address details.

**Paying in Person**

Present the Remittance Advice below, with your payment, at any TAFE Queensland Institute. Please contact your Institute for information on accepted payment methods.

**REMITTANCE ADVICE:** Please detach and submit this portion with your payment

Cheque (please attach)       Credit Card (please complete details below)

Credit Card payment details:

Visa     Mastercard     Bankcard     Amex (only accepted at some Institutes)

Card Number:   

Expiry Date:    /    Cardholder's name: \_\_\_\_\_

Amount: \$ \_\_\_\_\_ Cardholder's signature: \_\_\_\_\_



5110571407 00650000

Date printed:	01/12/2008	Client Reference Number:	5110571407	Amount Due:	\$6500.00
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*Emailed 2/12/08 Asp 548001*  
*Account*



**INSTITUTE CONTACT INFORMATION:**

If you require further information in regards to this Tax Invoice/Statement, please contact the relevant institute below:

INSTITUTE POSTAL ADDRESS DETAILS	CONTACT PHONE NUMBER	CRICOS REF NUMBER (International Student Use Only)
Wide Bay Institute (WBI) LMB 279 Maryborough Qld 4650	07 4120 2525	02013A





**TAX INVOICE / STATEMENT**  
Department of Education, Training and the Arts ABN 54 456 676 679

DESCRIPTION		GST EXCLUSIVE PRICE	GST AMOUNT	TOTAL AMOUNT
FLUORIDATN PROCESS UNIT DEVELO				
Development of NWP276A Unit		5909.09	590.91	6500.00
<b>Sub Total For FLUORIDATN PROCESS UNIT DEVELO</b>		<b>5909.09</b>	<b>590.91</b>	<b>6500.00</b>

TOTAL GST                      CURRENT ACCOUNT  
BALANCE  
\$590.91                      \$6500.00

## Hancock, Matt

---

**From:** Hancock, Matt  
**Sent:** Tuesday, 2 December 2008 9:14 AM  
**To:** 'lynnedixon@infrastructure.qld.gov.au'  
**Subject:** Development of e-Learning Resource for Fluoridation Process Training  
**Importance:** High  
**Attachments:** Dept Infrastructure & Planning\_Inv 2888008\_1Dec08.pdf

Hi Lynne

Please find attached our invoice # 2888008 for \$6500.00 (GST incl) being the charge for the development of NWP276A Monitor, Operate and Report Fluoridation Processes.

Cheers

***Matt Hancock***

Contracts - Business Operations | Maryborough Campus  
Wide Bay Institute of TAFE | LMB279 | MARYBOROUGH QLD 4650  
☎ Ph: 07 4120 2533 | 📠 Fax: 07 4120 2466 | ✉ Email: [Matt.Hancock@deta.qld.gov.au](mailto:Matt.Hancock@deta.qld.gov.au)

**TAX INVOICE / STATEMENT**  
 Department of Education, Training and the Arts ABN 54 456 676 679

Department of Infrastructure & Pla  
 PO Box 15009  
 CITY EAST QLD 4002

Client Reference Number: 5110571407

Invoice Reference Number : 2888008  
 Invoice date: 01/12/2008

Contact Details: Please see over page.

**ACCOUNT ACTIVITY**

Previous Account Balance:	0.00
New Charges:	6500.00
Payments and Credits:	(0.00)
Current Account Balance:	6500.00
<b>Amount Due:</b>	<b>\$6500.00</b>
<b>Payment Due By:</b>	<b>31/12/2008</b>

If you have already made the required payment, thank you. Adjustments will appear on your next Tax Invoice/Statement.  
**If balances remain unpaid further recovery action will be taken.**

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**PAYMENT METHODS**

By BPAY



**BILLER CODE: 999870**  
**REF: 1105 7140 75**

Contact your financial institution to make the payment from your account. You will need to enter the biller code and REF number shown above. More information: [www.bpay.com.au](http://www.bpay.com.au)

By Phone

Call your TAFE Queensland Institute to make a payment. Payment can be made by credit card. (Note: American Express is only accepted at some Institutes). Refer overleaf for contact details.

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Payments can be posted to your Institute, refer overleaf for postal address details.

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REMITTANCE ADVICE: Please detach and submit this portion with your payment

Cheque (please attach)       Credit Card (please complete details below)

Credit Card payment details:

Visa    Mastercard    Bankcard    Amex (only accepted at some Institutes)

Card Number:                     

Expiry Date:   /    Cardholder's name: \_\_\_\_\_

Amount: \$ \_\_\_\_\_ Cardholder's signature: \_\_\_\_\_



5110571407 00650000

Date printed:	01/12/2008	Client Reference Number:	5110571407	Amount Due:	\$6500.00
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**INSTITUTE CONTACT INFORMATION:**

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INSTITUTE POSTAL ADDRESS DETAILS	CONTACT PHONE NUMBER	CRICOS REF NUMBER (International Student Use Only)
Wide Bay Institute (WBI) LMB 279 Maryborough Qld 4650	07 4120 2525	02013A



DESCRIPTION		GST EXCLUSIVE PRICE	GST AMOUNT	TOTAL AMOUNT
<b>FLUORIDATN PROCESS UNIT DEVELO</b>				
Development of NWP276A Unit		5909.09	590.91	6500.00
<b>Sub Total For FLUORIDATN PROCESS UNIT DEVELO</b>		<b>5909.09</b>	<b>590.91</b>	<b>6500.00</b>

TOTAL GST                      CURRENT ACCOUNT  
BALANCE  
\$590.91                      \$6500.00

10 December 2008

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

Dear Lynne

This letter is to confirm that Wide Bay Institute of TAFE will provide training in NWP276A Monitor, Operate and Report Fluoridation Systems to Public Potable Water Suppliers for the period 2009 to 2012.

The training will be delivered via an online course through Wide Bay TAFE's Learning Management System, Janison.

In 2009, the training will be quoted to Public Potable Water Suppliers at a cost of \$500 per student. This cost will be reviewed on an annual basis and will be subject to an annual CPI increase. GST is not applicable to this fee.

Public Potable Water Suppliers will be invoiced upon enrolment of a student with invoice terms of 30 days.

Wide Bay TAFE looks forward to working with the Department of Infrastructure and Planning to deliver flexible, quality, and relevant training for Public Potable Water Suppliers.


Kind regards



**DONNA NORMAN**

A/Director

Training Solutions

 07 4120 2459

 donna.norman@deta.qld.gov.au

**Wide Bay Institute of TAFE**

Locked Mail Bag 279

Maryborough Queensland 4650

**Telephone 1300 656 188**

**Facsimile +61 7 4123 4184**

Website [www.widebay.tafe.qld.gov.au](http://www.widebay.tafe.qld.gov.au)

E-mail [wbit.enquiries@deta.qld.gov.au](mailto:wbit.enquiries@deta.qld.gov.au)

**Campus Locations**

Bundaberg

Gympie

Hervey Bay

Maryborough

ABN 54 456 676 679

## Hancock, Matt

---

**From:** Lynne Dixon [Lynne.Dixon@dip.qld.gov.au]  
**Sent:** Monday, 15 December 2008 12:48 PM  
**To:** Hancock, Matt  
**Cc:** Serrell, Ebonie  
**Subject:** RE: Wide Bay Institute of TAFE - Payment

Hi Matt,

Can you please forward the details requested below to allow payment of invoice # 2888008 for \$6500.00?

Thanks

Lynne

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 lynne.dixon@dip.qld.gov.au  
www.dip.qld.gov.au

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

**From:** Serrell, Ebonie [mailto:Ebonie.Serrell@ssa.qld.gov.au]  
**Sent:** Monday, 15 December 2008 10:36 AM  
**To:** Lynne Dixon  
**Subject:** Wide Bay Institute of TAFE - Payment

Hi Lynne,

I am currently trying to process payment for Wide Bay Institute of TAFE  
- Training Solutions for the amount of \$6500.

You have indicated on the voucher that you would like this to be made by EFT, can you please supply bank details for TAFE, including BSB, Account Number and Name.

Kind Regards

Ebonie Serrell  
Finance Officer  
Financial Services  
Shared Service Agency  
phone: 3224 2008 (x42008)  
fax: 3006 2611  
Ebonie.Serrell@ssa.qld.gov.au  
Supported and connected government

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Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government.



## Hancock, Matt

---

**From:** Hancock, Matt  
**Sent:** Monday, 15 December 2008 1:17 PM  
**To:** 'Lynne Dixon'  
**Cc:** Serrell, Ebonie  
**Subject:** RE: Wide Bay Institute of TAFE - Payment

**Attachments:** Bank Account Details.doc



Bank Account  
Details.doc (128 ...

Hi Lynne

Details as requested are attached

Cheers  
Matt Hancock  
WideBay TAFE  
Ph. 07 41 202533

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

From: Lynne Dixon [mailto:Lynne.Dixon@dip.qld.gov.au]  
Sent: Monday, 15 December 2008 12:48 PM  
To: Hancock, Matt  
Cc: Serrell, Ebonie  
Subject: RE: Wide Bay Institute of TAFE - Payment

Hi Matt,

Can you please forward the details requested below to allow payment of invoice # 2888008 for \$6500.00?

Thanks

Lynne

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 lynne.dixon@dip.qld.gov.au

www.dip.qld.gov.au

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

From: Serrell, Ebonie [mailto:Ebonie.Serrell@ssa.qld.gov.au]  
Sent: Monday, 15 December 2008 10:36 AM  
To: Lynne Dixon  
Subject: Wide Bay Institute of TAFE - Payment

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You have indicated on the voucher that you would like this to be made by EFT, can you please supply bank details for TAFE, including BSB, Account Number and Name.

Kind Regards

Ebonie Serrell  
Finance Officer  
Financial Services  
Shared Service Agency  
phone: 3224 2008 (x42008)  
fax: 3006 2611  
Ebonie.Serrell@ssa.qld.gov.au  
Supported and connected government

-----  
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Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government.

**BANK DETAILS:**

BANK NAME: Commonwealth Bank of Australia  
A/C NAME: Department of Education Training and the Arts (VET)  
Controlled Account  
BRANCH: Queensland Government Banking Centre  
ADDRESS: 240 Queen Street, Brisbane Qld 4001  
BSB NUMBER: 064 – 013  
A/C NUMBER: 10000871

**REMITTANCES:**

Attn: EFT Officer  
Fax: 07 3225 2008  
Ph: 07 3224 4644  
E-mail: detaeft@deta.qld.gov.au

**CHEQUE PAYMENTS PLEASE SEND TO:**

Financial Services  
Corporate and Professional Services (CAPS)  
Department of Education, Training and the Arts  
PO Box 12544, George Street  
BRISBANE Q 4003.

**Hancock, Matt**

**From:** Hancock, Matt  
**Sent:** Thursday, 12 March 2009 11:44 AM  
**To:** 'Brooke Foxover'  
**Subject:** DETA QLD Account Reconciliation  
**Importance:** High

Hi Brooke

Attached is a spreadsheet of the SEQ Water account with DETA QLD. Also attached is an Invoice for a new charge for a Fluoridation student - s.73(1) - Irrelevant inform

According to the new invoice after posting the new charge the account is in credit \$754.76.

This is due to the following transactions:

- Invoice # 2804573 for \$2282.40 was paid twice –
  - First payment of \$73307.40 on # 2965860 included payments against three invoices # 2804573, 2888155, 2912593; and,
  - Second payment of \$2282.40 on # 3035216.
- The resulting credit balance of -\$2282.40 has been reduced by the following new charges:
  - Inv # 3035216 – Skills Tech Inst – Water Ops enrolment for s.73(1) - Irrelevant inform - \$1027.64
  - Inv # 3063622 – Wide Bay Inst – Fluoridation unit training – s.73(1) - Irrelevant inform - \$500.00
- Net Balance of account – credit \$754.76

Regarding the credit balance there are a couple of options –

1. The account can remain in credit and future charges will bring the account back to a balance owing; or,
2. We can process a refund cheque for the \$754.76. Our finance system limits the refund allowable to the present balance of the account.

Please give me a call if I can assist further.

Chæers

***Matt Hancock***

Contracts - Business Operations | Maryborough Campus

Wide Bay Institute of TAFE | LMB279 | MARYBOROUGH QLD 4650

☎ Ph: 07 4120 2533 | 📠 Fax: 07 4120 2466 | ✉ Email: [Matt.Hancock@deta.qld.gov.au](mailto:Matt.Hancock@deta.qld.gov.au)

SEQ Water - Org ID # 3111731405 - Account Reconciliation			
Inv #	Item Type	Total	Comment
820889	WBI - Third Party Contract	2020.2	
875734	Payments	-2020.2	
888901	WBI - Third Party Contract	155.4	
950773	Payments	-155.4	
2804573	WBI - Third Party Contract	2209.68	****
	WBI - TPC Tax	72.72	
2888155	WBI - Third Party Contract	37500	
	WBI - TPC Tax	0	
2912593	WBI - Tax	0	
	WBI - Water	33525	
2965860	EFT/IMT Payments	-73307.4	
3035216	EFT/IMT Payments	-2282.4	*** duplicate payment of Inv 2804573
	TTS - Third Party Contract	1027.64	
	TTS - TPC Tax	0	
3063622	EFT/IMT Payments	0	
	WBI - Third Party Contract	500	
	WBI - TPC Tax	0	
Grand Total		-754.76	

**Nordling, Lorelle**

---

**From:** Brooke Foxover [bfoxover@seqwater.com.au]  
**Sent:** Tuesday, 4 November 2008 9:37 AM  
**To:** Nordling, Lorelle  
**Subject:** FW: Bank account details for TAFE

Morning Lorelle,

Further to my email last week, attached is purchase order # 2224 for the amount of \$33,525 for the training and observation costs – NWP276A monitor, operate and report fluoridation systems.

Thanks

Brooke

---

**From:** Brooke Foxover  
**Sent:** Wednesday, 29 October 2008 3:44 PM  
**To:** 'Nordling, Lorelle'  
**Cc:** Pakee Bala  
**Subject:** RE: Bank account details for TAFE

Hi Lorelle,

Thank you for providing the below bank details.

Attached is our executed form of agreement for the training, and I will arrange for a purchase order to be drawn up and forwarded through to you by the end of this week.

Please contact me should you require any further information.

Thanks

Brooke

**Brooke Foxover**  
 Project Officer  
 Sustainable Water & Asset Delivery  
 QLD Bulk Water Supply Authority *trading as* Seqwater



Ph (07) 3035 5506 | Fax (07) 3221 5767 | E [bfoxover@seqwater.com.au](mailto:bfoxover@seqwater.com.au)  
 Level 27, 123 Eagle Street, Brisbane City QLD 4000 Australia  
 PO Box 16146, City East QLD 4002  
 Website | [www.seqwater.com.au](http://www.seqwater.com.au)

---

**From:** Nordling, Lorelle [mailto:Lorelle.Nordling@deta.qld.gov.au]  
**Sent:** Wednesday, 29 October 2008 3:20 PM  
**To:** Brooke Foxover  
**Cc:** Norman, Donna  
**Subject:** Bank account details for TAFE

4/11/2008

**DET RTI Application 340/5/1797 - File A - Document No. 866 of 991**

**Importance:** High

Hi Brooke,

Please note the details relating to our account for any payment is:

Wide Bay Institute of TAFE  
DETA VET CONTROLLED ACCOUNT  
Commonwealth Bank  
Queensland Government Banking  
Centre  
240 Queen Street, Brisbane. QLD.  
4000  
BSB. No: 064-013  
Account No: 1000-0871

I look forward to receiving your signed Form of Agreement in the near future. Our Fax number is 07 4120 2466. Should you have any questions at all, then please do not hesitate in contacting me on the numbers below.

Kind regards,

*Lorelle Nordling*  
*Executive Support Officer, Training Solutions*

Wide Bay Institute of Tafe      Phone: +61 7 4120 2467 Fax: +61 7 4120 2466  
Mail: LMB 279 Maryborough. Qld. Australia 4650  
Email: [lorelle.nordling@deta.qld.gov.au](mailto:lorelle.nordling@deta.qld.gov.au)

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*Invoice emailed to Bank for action as requested by client.*

**TAX INVOICE / STATEMENT**  
Department of Education, Training and the Arts ABN 54 456 676 679

SEQWATER  
Attn: Jim Pruss  
PO Box 16146  
CITY EAST QLD 4002

Client Reference Number: 3111731405  
Invoice Reference Number : 2888155  
Invoice date: 01/12/2008

Contact Details: Please see over page.

**ACCOUNT ACTIVITY**


Previous Account Balance:	2282.40
New Charges:	37500.00
Payments and Credits:	(0.00)
Current Account Balance:	<u>39782.40</u>
<b>Amount Due:</b>	<b><u>\$39782.40</u></b>
<b>Payment Due By:</b>	<b>31/12/2008</b>

*Free Copy*

If you have already made the required payment, thank you. Adjustments will appear on your next Tax Invoice/Statement. If balances remain unpaid further recovery action will be taken.

Charges due outside this billing period will be displayed on upcoming invoice/statements. All Amounts include GST if applicable, refer to Tax Invoice/Statement detail where GST has been applied. **Note: Unless otherwise advised, all payments will be allocated to the oldest debt.**

**PAYMENT METHODS**

<p><b>By BPAY</b></p>  <p><b>BILLER CODE: 999870</b> <b>REF: 1117 3140 53</b></p> <p>Contact your financial institution to make the payment from your account. You will need to enter the biller code and REF number shown above. More information: <a href="http://www.bpay.com.au">www.bpay.com.au</a></p>	<p><b>By Mail</b></p> <p>Post the payment slip below with your cheque made payable to: Department of Education, Training and the Arts OR supply your credit card details including signature on the payment form below.</p> <p>Payments can be posted to your Institute, refer overleaf for postal address details.</p>
<p><b>By Phone</b></p> <p>Call your TAFE Queensland Institute to make a payment. Payment can be made by credit card. (Note: American Express is only accepted at some Institutes). Refer overleaf for contact details.</p>	<p><b>Paying in Person</b></p> <p>Present the Remittance Advice below, with your payment, at any TAFE Queensland Institute. Please contact your Institute for information on accepted payment methods.</p>

REMITTANCE ADVICE: Please detach and submit this portion with your payment

Cheque (please attach)       Credit Card (please complete details below)

Credit Card payment details:

Visa    Mastercard    Bankcard    Amex (only accepted at some Institutes)

Card Number:                    

Expiry Date:   /   Cardholder 's name: \_\_\_\_\_

Amount: \$ \_\_\_\_\_ Cardholder 's signature: \_\_\_\_\_



3111731405 03978240

Date printed: 01/12/2008	Client Reference Number: 3111731405	Amount Due: \$39782.40
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**INSTITUTE CONTACT INFORMATION:**

If you require further information in regards to this Tax Invoice/Statement, please contact the relevant institute below:

INSTITUTE POSTAL ADDRESS DETAILS	CONTACT PHONE NUMBER	CRICOS REF NUMBER (International Student Use Only)
Wide Bay Institute (WBI) LMB 279 Maryborough Qld 4650	07 4120 2525	02013A

DESCRIPTION		GST EXCLUSIVE PRICE	GST AMOUNT	TOTAL AMOUNT
Previous Balance (Inv Ref #2804573)				2282.40
<b>NWP276A-FLUORIDATION TRAINING</b>				
s.73(1) - Irrelevant information		500.00	0.00	500.00
		500.00	0.00	500.00
		500.00	0.00	500.00
		500.00	0.00	500.00
		500.00	0.00	500.00
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		500.00	0.00	500.00
		500.00	0.00	500.00



# TAX INVOICE / STATEMENT

DESCRIPTION		GST EXCLUSIVE PRICE	GST AMOUNT	TOTAL AMOUNT	
s.73(1) - Irrelevant information		500.00	0.00	500.00	
		500.00	0.00	500.00	
		500.00	0.00	500.00	
		500.00	0.00	500.00	
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		500.00	0.00	500.00	
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		500.00	0.00	500.00	
		500.00	0.00	500.00	
		500.00	0.00	500.00	
		500.00	0.00	500.00	
		500.00	0.00	500.00	
		500.00	0.00	500.00	
	<b>Sub Total For NWP276A-FLUORIDATION TRAINING</b>		<b>37500.00</b>	<b>0.00</b>	<b>37500.00</b>

TOTAL GST      CURRENT ACCOUNT  
BALANCE  
\$0.00      \$39782.40

17/12/08 Emailed Break for year as requested.  
Asp/Comm.

## TAX INVOICE / STATEMENT

Department of Education, Training and the Arts ABN 54 456 676 679

Page : 1

SEQWATER  
PO Box 37  
FERNVALE QLD 4306

Client Reference Number: 3111731405

Invoice Reference Number : 2912593  
Invoice date: 16/12/2008

Contact Details: Please see over page.

### ACCOUNT ACTIVITY

Previous Account Balance:	39782.40
New Charges:	33525.00
Payments and Credits:	(0.00)
Current Account Balance:	<u>73307.40</u>
<b>Amount Due:</b>	<b><u>\$73307.40</u></b>
<b>Payment Due By:</b>	<b>15/01/2009</b>

If you have already made the required payment, thank you. Adjustments will appear on your next Tax Invoice/Statement.  
**If balances remain unpaid further recovery action will be taken.**

Charges due outside this billing period will be displayed on upcoming invoice/statements.  
All Amounts include GST if applicable, refer to Tax Invoice/Statement detail where GST has been applied.  
**Note: Unless otherwise advised, all payments will be allocated to the oldest debt.**

### PAYMENT METHODS

**By BPAY**



**BILLER CODE: 999870**  
**REF: 1117 3140 53**

Contact your financial institution to make the payment from your account. You will need to enter the biller code and REF number shown above. More information: [www.bpay.com.au](http://www.bpay.com.au)

**By Mail**

Post the payment slip below with your cheque made payable to: Department of Education, Training and the Arts OR supply your credit card details including signature on the payment form below.

Payments can be posted to your Institute, refer overleaf for postal address details.

**By Phone**

Call your TAFE Queensland Institute to make a payment. Payment can be made by credit card. (Note: American Express is only accepted at some Institutes). Refer overleaf for contact details.

**Paying in Person**

Present the Remittance Advice below, with your payment, at any TAFE Queensland Institute. Please contact your Institute for information on accepted payment methods.

**REMITTANCE ADVICE:** Please detach and submit this portion with your payment

Cheque (please attach)       Credit Card (please complete details below)

Credit Card payment details:

Visa    Mastercard    Bankcard    Amex (only accepted at some Institutes)

Card Number:                    

Expiry Date:   /   Cardholder's name: \_\_\_\_\_

Amount: \$ \_\_\_\_\_ Cardholder's signature: \_\_\_\_\_



3111731405 07330740

Date printed: 16/12/2008	Client Reference Number: 3111731405	Amount Due: \$73307.40
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**INSTITUTE CONTACT INFORMATION:**

If you require further information in regards to this Tax Invoice/Statement, please contact the relevant institute below:

<b>INSTITUTE POSTAL ADDRESS DETAILS</b>	<b>CONTACT PHONE NUMBER</b>	<b>CRICOS REF NUMBER</b> (International Student Use Only)
Wide Bay Institute (WBI) LMB 279 Maryborough Qld 4650	07 4120 2525	02013A



# TAX INVOICE / STATEMENT

Department of Education, Training and the Arts ABN 54 456 676 679

DESCRIPTION		GST EXCLUSIVE PRICE	GST AMOUNT	TOTAL AMOUNT
Previous Balance (Inv Ref #2888155)				39782.40
<b>FLUORIDATN TRNG PROG-PO 002224</b>				
Training Cost		22545.00	0.00	22545.00
Observation Cost		10980.00	0.00	10980.00
<b>Sub Total For FLUORIDATN TRNG PROG-PO 002224</b>		<b>33525.00</b>	<b>0.00</b>	<b>33525.00</b>

TOTAL GST	CURRENT ACCOUNT
\$0.00	BALANCE
	\$73307.40

# TAX INVOICE / STATEMENT

Department of Education, Training and the Arts ABN 54 456 676 679

SEQWATER  
PO Box 37  
FERNVALE QLD 4306

Client Reference Number: 3111731405

Invoice Reference Number : 3063622  
Invoice date: 11/03/2009

Contact Details: Please see over page.

## ACCOUNT ACTIVITY

Previous Account Balance:	- 1254.76
New Charges:	500.00
Payments and Credits:	(0.00)
Current Account Balance:	- 754.76
<b>Balance:</b>	<b>\$- 754.76</b>

If you have already made the required payment, thank you. Adjustments will appear on your next Tax Invoice/Statement.  
**If balances remain unpaid further recovery action will be taken.**

Charges due outside this billing period will be displayed on upcoming invoice/statements.  
All Amounts include GST if applicable, refer to Tax Invoice/Statement detail where GST has been applied.

**Note: Unless otherwise advised, all payments will be allocated to the oldest debt.**

## PAYMENT METHODS

### By BPAY



**BILLER CODE: 999870**  
**REF: 1117 3140 53**

Contact your financial institution to make the payment from your account. You will need to enter the biller code and REF number shown above. More information: [www.bpay.com.au](http://www.bpay.com.au)

### By Mail

Post the payment slip below with your cheque made payable to: Department of Education, Training and the Arts OR supply your credit card details including signature on the payment form below.

Payments can be posted to your Institute, refer overleaf for postal address details.

### By Phone

Call your TAFE Queensland Institute to make a payment. Payment can be made by credit card. (Note: American Express is only accepted at some Institutes). Refer overleaf for contact details.

### Paying in Person

Present the Remittance Advice below, with your payment, at any TAFE Queensland Institute. Please contact your Institute for information on accepted payment methods.

**REMITTANCE ADVICE:** Please detach and submit this portion with your payment

Cheque (please attach)                       Credit Card (please complete details below)

Credit Card payment details:

Visa     Mastercard     Bankcard     Amex (only accepted at some Institutes)

Card Number:                        

Expiry Date:    /    Cardholder's name: \_\_\_\_\_

Amount: \$ \_\_\_\_\_ Cardholder's signature: \_\_\_\_\_



3111731405 -0075476

Date printed: 11/03/2009	Client Reference Number: 3111731405	Amount Due: \$- 754.76	
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**INSTITUTE CONTACT INFORMATION:**

If you require further information in regards to this Tax Invoice/Statement, please contact the relevant institute below:

<b>INSTITUTE POSTAL ADDRESS DETAILS</b>	<b>CONTACT PHONE NUMBER</b>	<b>CRICOS REF NUMBER</b> (International Student Use Only)
Wide Bay Institute (WBI) LMB 279 Maryborough Qld 4650	07 4120 2525	02013A





DESCRIPTION		GST EXCLUSIVE PRICE	GST AMOUNT	TOTAL AMOUNT
Previous Balance (Inv Ref #3035216)				- 1254.76
<b>NWP276A-FLUORIDATION TRNG-WBI</b>				
<input type="text" value="s.73(1) - Irrelevant information"/>		500.00	0.00	500.00
<b>Sub Total For NWP276A-FLUORIDATION TRNG-WBI</b>		<b>500.00</b>	<b>0.00</b>	<b>500.00</b>

<b>TOTAL GST</b>	<b>CURRENT ACCOUNT</b>
	<b>BALANCE</b>
\$0.00	\$- 754.76



Queensland Bulk Water Supply Authority (trading as Seqwater)

# PURCHASE ORDER

**ALL INVOICES TO BE FORWARDED TO:**  
 PO Box 16146  
 City East QLD 4002  
 Phone: (07) 3011 5100

ABN: 75 450 239 876

**Supplier:**  
 WIDE BAY INSTITUTE OF TAFE  
 LOCKED MAIL BAG 279  
 MARYBOROUGH QLD 4650  
  
 Phone: 0741202467  
 Fax: 0741202466

**PO Number:** PO002224  
 (Must be quoted on all deliveries, invoices and enquiries)

**Deliver to:**  
 Head Office  
 Level 3, 240 Margaret St  
 BRISBANE QLD 4000

**Creditor No:** WIDE05  
**Our Account No:**  
**Date:** 31/10/2008

**Enquiries:** Brook Foxover  
**Phone:**  
**E-mail:** bfoxover@seqwater.com.au

SEQ	ITEM	DESCRIPTION OF GOODS/SERVICES REQ.	REQ DATE	U/M	QTY	PRICE	VALUE
1	Observation Cost	Observation Cost	31/10/2008	each	1	9,981.82	9,981.82
2	Training Cost	Training Cost	30/10/2008	each	1	20,495.45	20,495.45

<b>Subtotal</b>	30,477.27
<b>Freight</b>	0.00
<b>Tax</b>	3,047.73
<b>Order Total</b>	33,525.00

16/11/08  
 (Please refer to following 2 pages for Terms and Conditions)  
 Confirmed by Donna Norman  
 & Kate Ablett - Training & Observation  
 costs are GST free.  
 16/12/08 \* Rang Brook  
 Matt

lfr free - for invoice - email directly to Brook  
 she will amend P/O and match up.  
 Matt

Purchase Order Terms and Conditions

DEFINED TERMS

**Goods** means the goods described in the Purchase Order ("PO"), including any part(s) of them.

**Force Majeure Event** means an event beyond the control of a party which causes delay in the performance of that party's obligations under the Contract and which cannot be prevented or remedied by that party's exercise of a high standard of care and diligence.

**Legal Requirements** means binding legal requirements such as acts, regulations, by-laws, orders, local laws, statute, and mandatory codes, decisions or directions of any competent authority, government department, regulatory body, minister agency.

**Relationship Agreement** means an existing standing offer, preferred supplier, sole supplier or similar agreement between the Supplier and Queensland Bulk Water Supply Authority trading as Seqwater (SEQW).

**Services** means the services described in the PO, including any part(s) of them

1 APPLICATION OF TERMS

These terms are the only terms upon which SEQW is prepared to deal with the Supplier and together with the PO they form the Contract to the exclusion of all other terms (other than the terms of any Relationship Agreement). No terms contained in any document of the Supplier will form part of the Contract and the Supplier waives any right to rely on such terms

2 QUALITY

The Supplier must:

- (a) perform the Services or deliver the Goods in accordance with the Contract ensuring that the Goods/Services comply with Legal Requirements and any applicable Australian Standards;
- (b) at all times exercise due skill, care and diligence in preparing and delivering the Goods or performing the Services;
- (c) supply the Goods/Services in a competent manner and in accordance with the Contract, any instruction given and the directions of SEQW's Site Manager;
- (d) not do or cause or allow to be done any thing that would materially and adversely affect SEQW's rights concerning the site, or any property on the site.

3 DESCRIPTION

The Goods/Services must comply with the specifications and the description in the PO, and must correspond with any sample of Goods provided by the Supplier.

4 DELIVERY

The Supplier must:

- (a) deliver the Goods/Services in the area specified by SEQW on the specified date for delivery and in accordance with the Site Manager's directions;
- (b) ensure there is no damage to the Goods, the site or any party's property on the site;
- (c) when delivering Goods, provide full documentation identifying the contents of each package delivered and comply with clause 12; and
- (d) store its property in a safe manner according to the Site Manager's directions.

5 INSPECTION

Provided SEQW complies with all reasonable safety measures required by the Supplier, SEQW is at all reasonable times and at its own expense entitled to:

- (a) inspect Goods before they are despatched from the Supplier's premises to a site, and before SEQW agrees to accept delivery of them;
- (b) inspect Services (and any related works) being carried out by the Supplier at a site.

6 ACCEPTANCE

(a) SEQW will not be deemed to have accepted

- (i) Goods until SEQW has had a reasonable time to inspect them after delivery and issues a notice of acceptance; or
  - (ii) Services until SEQW has had a reasonable time to inspect and test them.
- (b) If SEQW deems any Goods to be defective, SEQW may reject the defective goods by returning them to the Supplier or making good the defective goods.
- (c) If SEQW deems any Services to be defective, SEQW may reject the defective service by giving notice to the Supplier, with a proposed rectification strategy.
- (d) At SEQW's option and request, the Supplier agrees to:
- (i) refund to SEQW any payments made by SEQW (including any freight charges) in respect of any defective goods that SEQW rejects; or
  - (ii) make good any defective goods that SEQW rejects; or
  - (iii) reimburse SEQW for any expense incurred in making good defective goods.
- (e) SEQW's inspection, testing or acceptance of Goods/Services does not affect SEQW's rights to claim for any damage or loss suffered because of the Supplier's breach of warranty or failure to fulfil any other obligations under the Contract.
- (f) If SEQW accepts any Goods/Services from the Supplier which do not comply with the Contract, SEQW are not bound to accept future non-complying Goods/Services.

7 TITLE AND RISK

Title and risk in the Goods does not pass until SEQW takes delivery of the Goods.

8 PERSONNEL

- (a) The Supplier must provide appropriate personnel with appropriate safety equipment to perform the Contract.
- (b) The Supplier and its personnel must, prior to entering a SEQW site, successfully complete all inductions and sign all undertakings required by SEQW.
- (c) The Supplier must ensure that its personnel adhere to the Contract, and SEQW's rules, practices, policies, procedures and requirements.
- (d) The Site Manager may, in his/her absolute discretion, direct the Supplier to remove from the site any of the Supplier's personnel or subcontractors.

9 SUBCONTRACTING

Save for delivery of Goods, the Supplier may only engage a subcontractor to supply or hire on the Supplier's behalf any of the Goods/Services with the prior written approval of SEQW. The Supplier will be responsible for any acts or omissions of its subcontractors under the Contract.

10 AUTHORISATIONS

The Supplier must obtain and maintain at its cost all of the authorisations (including permits, approvals, licences, certificates and standards) required to supply the Goods/Services.

11 PRICE

- (a) SEQW agrees to pay the Supplier the price in the PO ("Price") for the Goods/Services in accordance with clause 12.
- (b) Unless stated otherwise in the Contract, the Price is inclusive of all costs incurred by the Supplier in complying with its obligations under the Contract including charges for packaging, packing, insurance and delivery of the Goods and any taxes.
- (c) The Price may not be increased without SEQW's prior written consent.

12 PAYMENT AND INVOICING

12.1 Payment

SEQW will pay correctly rendered invoices within 15 business days of receipt provided:

- (a) the amount complies with all Legal Requirements and reflects the amount in the PO;
- (b) in SEQW's reasonable opinion, the Goods/Services supplied comply with all of the requirements in the Contract and:
  - (i) comply with the warranties in clause 16.2;
  - (ii) for the Goods, they have not been rejected by SEQW; and
  - (iii) the Supplier has not been requested to make changes to the Goods/Services to make them comply with the Contract.

12.2 Correctly Rendered Invoices

An invoice is correctly rendered if:

- (a) the invoice is in accordance with the PO in all respects;
- (b) the invoice:
  - (i) identifies the Goods/Services supplied, the SEQW contact and PO number;
  - (ii) specifies the relevant location(s) and/or SEQW site(s);
  - (iii) details the amount claimed and the calculation of that amount (including records of time spent by personnel verified by the Site Manager);
  - (iv) certifies that the Goods/Services comply with the Contract;
  - (v) includes any other details required by SEQW;
  - (vi) identifies the GST exclusive amount and the GST amount separately;
  - (vii) is a tax invoice for GST purposes and allows SEQW to make a claim for input tax credits
  - (viii) complies with Legal Requirements.

12.3 Disputed Invoices

Where SEQW considers an invoice is not correctly rendered, SEQW will issue within 10 business days a notice setting out the reasons and identifying amounts in dispute. The Supplier must cancel the old invoice and issue a new invoice for the undisputed amount.

12.4 Set off

SEQW may withhold, retain or set off from any payment due to the Supplier under the Contract amounts SEQW deems necessary to protect it against any costs, expenses and damages for which the Supplier may be liable under or in connection with the Contract. This right does not limit SEQW's right to recover those amounts in any other way.

13 GOODS AND SERVICES TAX

13.1 Interpretation

Words or expressions used in this clause 13 are defined in Commonwealth legislation concerning tax and tax arrangements for the supply of the Goods/Services.

13.2 Consideration is GST inclusive

Any consideration to be paid for a supply made under or in connection with the Contract, unless described as 'GST exclusive', is deemed to include an amount of GST.

13.3 Gross up of consideration

Despite any other provision in the Contract, if a party (GST Supplier) makes a supply under or in connection with the Contract on which GST is imposed and is specifically described in the Contract as 'GST exclusive':

- (a) the consideration payable or to be provided for that supply under the Contract but for the application of this clause 13 (GST exclusive consideration) is increased by, and the recipient of the supply (Recipient) must also pay to the GST Supplier, an amount equal to the GST payable by the GST Supplier on that supply; and
- (b) the amount by which the GST exclusive consideration is increased must be paid to the GST Supplier by the Recipient without set off, deduction or requirement for demand, at the same time as the GST exclusive consideration is payable.

**13.4 Reimbursements**

If a payment to a party under or in connection with the Contract is a reimbursement or indemnification, calculated by reference to a loss, cost or expense incurred by that party, then the payment will be reduced by the amount of any input tax credit to which that party is entitled for that loss, cost or expense.

**13.5 Adjustment Events**

If, at any time, an Adjustment Event arises for any supply made by a party under the Contract, a corresponding adjustment must be made between the parties for any amount paid under paragraph 13.3. Payments to give effect to the adjustment must be made between the parties and the GST Supplier must issue a valid Adjustment Note in relation to the Adjustment Event.

**14 WITHHOLDING TAX**

If a law requires SEQW to deduct an amount in respect of taxes from a payment under the Contract, then SEQW agrees to deduct the amount for the taxes and pay an amount equal to that amount to the relevant authority as required by applicable law. Any amount withheld is deemed to have been paid to the Supplier on the date on which the remainder of the payment is paid to the Supplier. The Supplier has no claim against SEQW for any amounts withheld and paid to the Commissioner of Taxation under this clause.

**15 INSURANCE**

- (c) The Supplier must effect and maintain any insurance required by Legal Requirements in connection with the supply of Goods/Services or the SEQW under any Relationship Agreement.
- (d) Before the Supplier commences the supply of Goods/Services and whenever requested by SEQW, the Supplier must produce evidence to SEQW's satisfaction that the insurances required have been effected and maintained.
- (e) If the Supplier fails to produce evidence of insurance, SEQW may effect and maintain one or more insurance policies, and the costs of such insurance will be a debt due and payable from the Supplier to SEQW. SEQW may withhold payment to the Supplier and/or suspend the supply of Goods/Services until evidence of compliance with insurance obligations is produced or SEQW is reimbursed for debt.

**16 WARRANTIES & INDEMNITY**

**16.1 Supplier Warranties**

The Supplier warrants that the Supplier:

- (a) has met the insurances and compliance requirements in the Contract;
  - (b) will exercise due skill, care and diligence in preparing and delivering the Goods or carrying out the Services;
  - (c) will comply with any material conditions imposed by an authorisation.
- 16.2 Supplier warranties about the Good or Services**
- (a) The Supplier warrants that all Goods/Services supplied will be of merchantable quality and fit for the purpose for which SEQW intends to use them.
  - (b) The Supplier warrants that Goods will be free of encumbrances at the time of delivery, and remain so until SEQW accepts ownership of them under clause 7.

**16.3 Continuing Representation**

The representations and warranties set out in clauses 16.1 and 16.2 survive the termination of the Contract.

**16.4 Indemnity**

The Supplier indemnifies SEQW for any loss whatsoever (including, but not limited to, consequential loss and damage, and fines, penalties or charges) arising directly or indirectly out of:

- (a) the performance or breach of the Contract;
  - (b) claims by a third party arising out of the Supplier's acts or omissions under the Contract;
  - (c) personal injury or death of any person (including the Supplier and its personnel);
  - (d) loss of, damage to or loss of use of any property;
  - (e) the breach of any Legal Requirements; and
  - (f) any act, default or omission of any person,
- except to the extent that the loss is caused by SEQW's own negligence or breach, or that of its servants, employees or agents or is not otherwise recoverable by law.

**17 INTELLECTUAL PROPERTY**

**17.1 Intellectual Property Rights in works**

The Supplier assigns to SEQW all intellectual property rights in any material created in the course of performing its obligations under this Contract, except to the extent material is pre-existing material of the Supplier at the date of the Contract. The Supplier grants SEQW a perpetual, non-exclusive, non-transferable, irrevocable, royalty-free licence to use such material in any manner for the purpose of SEQW carrying on its business.

**17.2 Intellectual Property warranty**

The Supplier warrants that it will not infringe the intellectual property rights of any person in providing the Goods/Services.

**17.3 Indemnity**

The Supplier must (either directly itself or by procuring sub-contractors to do so):

- (a) at SEQW's request and sole option, defend at its cost all Infringement Claims and provide assistance reasonably required by SEQW relating to Infringement Claims;
- (b) indemnify SEQW against all costs, losses, damages and expenses that SEQW may sustain or incur as a result of an Infringement Claim; and
- (c) satisfy any settlement of or judgement given in an Infringement Claim.

**18 CONFIDENTIALITY**

- (a) Each party undertakes that it will not (except as necessary to comply with its obligations under the Contract) disclose to any person any information of or relating to the other party including the terms of the Contract.
- (b) Nothing in the Contract prohibits disclosure of information which:
  - (i) is in the public domain otherwise than as a result of a breach of this clause 18;
  - (ii) is received from a third party provided that it was not acquired directly or indirectly by that third party as a result of a breach of this clause 18; or
  - (iii) is required to be disclosed by law or government having authority over a party.
- (c) The obligations under this clause 18 survive termination of the Contract.

**19 DISPUTES**

- (a) A party must comply with this clause 19 before commencing dispute resolution.
- (b) Where a party considers that a dispute exists, that party must give the other party a written Notice of Dispute within 10 business days, detailing the nature of the dispute.
- (c) Within 10 business days after the service of a Notice of Dispute the CEO of SEQW, or their delegate and the Supplier's business owner, must confer at least once to attempt to resolve the dispute and, failing resolution, to attempt to agree on an alternative method of resolving the dispute.

**20 TERMINATION**

**20.1 For breach**

SEQW may terminate the Contract with immediate effect, by giving written notice to the Supplier if the Supplier breaches a provision of the Contract and:

- (a) if the breach is capable of remedy, fails to remedy the breach within a reasonable time (not exceeding 20 Business Days) after receiving notice of the breach; or
- (b) the breach cannot be remedied.

**20.2 For convenience**

- (a) SEQW may, at any time without cause terminate the Contract by written notice.
- (b) If SEQW terminates the Contract under this clause, SEQW must, subject to paragraph 20.2(c), pay to the Supplier:
  - (i) any amounts payable to the Supplier for the performance of the work under the Contract in accordance with the Contract;
  - (ii) an amount to compensate the Supplier for those costs reasonably and necessarily incurred by the Supplier in consequence of the termination of the Contract.
- (c) SEQW will not be liable to make any payment to the Supplier:
  - (i) for the loss of prospective profit or consequential costs, loss or damage; or
  - (ii) in excess of the amount that would have been paid had the work under the Contract been completed however, the Supplier must do its best to minimise these costs to SEQW.

**21 MISCELLANEOUS PROVISIONS**

**21.1 Governing law**

The Contract is governed by the laws of Queensland and each party irrevocably and unconditionally submits to the jurisdiction of the courts of Queensland.

**21.2 Notices and other communications**

A notice, demand, consent or communication under the Contract (Notice) must be in writing, in English and signed by a person duly authorised by the sender and hand delivered or sent by prepaid post or facsimile to the recipient's contact address specified in the PO, as varied by any notice given by the recipient to the sender.

**21.3 Force Majeure**

- (a) If a Force Majeure Event occurs, and it affects either party (Affected Party), the Affected Party may give the other party a written notice of the Force Majeure Event and notifying that the obligations of the Affected Party are suspended to the extent that they are affected by the event, from the date of the written notice until cessation of the Force Majeure Event.
- (b) On cessation of the Force Majeure Event, the Affected Party must within a reasonable time give written notice to the other party of the cessation of the event, and resume performance of the obligations suspended as a result of the event.

**21.4 Assignment**

- (a) SEQW may assign any of its rights under the Contract, or may novate its rights and obligations under this agreement without the consent of the Supplier. The Supplier must execute all documents necessary to give effect to any novation or assignment permitted under this clause 21.4(a).
- (b) The Supplier must not assign, sub-licence or novate the Contract or any right under the Contract unless it has SEQW's written consent.

**21.5 Successors and permitted assigns**

The Contract is binding upon and takes effect for the benefit of the parties, and their respective successors and permitted assigns.

**21.6 Relationship**

The Supplier is an independent supplier for the purposes of the Contract and nothing in the Contract creates a relationship of partnership, joint venture or employer and employee.

# Form of Agreement

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



**TAFE Queensland**  
Queensland Government

Department of  
Education, Training and the Arts

*Emailed 23/10/08*  
*J.*

**Quote Date:** 20/10/08      **Quote expiry date:** 20/11/08

**Client Trading Name:** Jim Pruss

**CEO/Manager/Owner Name:** Seqwater

**Position title:** Executive General Manager, Sustainable Water & Asset Delivery

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Agreement start date:** 17/10/08      **Agreement end date:** 15/01/08

Description of Services to be provided:

## Details of Student Enrolment Cost:

Program details	Per Student Enrolment Fee
NWP276A Monitor, Operate and Report Fluoridation Systems	\$500.00

## Payment schedule

**\$500.00/enrolled student**      To be reconciled for payment to the Institute on a monthly basis     

## Details of Training Cost:

Program details	Duration wks/hrs	No. of participants per session	Session fee
NWP276A Monitor, Operate and Report Fluoridation Systems	10 Days Face to Face Onsite 17/11/08 to 02/12/08	20 per class	\$22,545.00

## Details of the Observation Cost:

Program details	Duration Term	Dates	Fee
NWP276A Monitor, Operate and Report Fluoridation Systems	5 Days Onsite	1/12/08 to 15/12/08	\$10,980.00

<b>Total cost</b>
\$33,525.00

## Payment schedule

**\$33,525.00**      Due 15/12/08 upon receipt of an Invoice the Client will transfer this expense to the Institute via Internal Journal Transfer

**Billing details**

Contact name:	Jim Pruss
Purchase order no (if applicable):	
Billing address:	Seqwater, PO Box 16146,
Town/State/Postcode:	City East QLD 4002
ABN:	
Phone:	
Mobile:	
Fax:	
Email:	jpruss@seqwater.com.au

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

Administration Officer, Sales and International  
Training Solutions  
Wide Bay Institute of TAFE  
LMB 279  
MARYBOROUGH QLD 4650

**PAGE 2 – TAFE USE ONLY – SALES OFFICER TO COMPLETE**

<b>Sales Officer Name</b>	DONNA NORMAN		
<b>Client Trading Name</b>	SEQWATER		
<b>Client Contact Name</b>	JIM PRUSS		
<b>Qualification Program Code</b>	NWP276A MONITOR, OPERATE AND REPORT FLUORIDATION PROCESSES.		
<b>Qualification Name/Title</b>			
<b>LIST OF UNITS (if not full program)</b>			
<b>Delivery Mode</b>	INTERNAL <input type="checkbox"/>	ONLINE <input type="checkbox"/>	EXTERNAL <input type="checkbox"/> BLENDED <input checked="" type="checkbox"/>
<b>Location of Training</b>	Landers Shute/ Westbank/ Molindinar - Online		
<b>Campus doing delivery (if different from Location of Training)</b>	Skillstech & Wide Bay Institute of TAFE		
<b>Training commencement date:</b>	10/11/08		
<b>Training completion date</b>	15/01/08		
<b>Trainer Name</b>	Wide Bay Water Corporation		
<b>Fee to be charged</b> <small>(please indicate fee per person or per group)</small>	<b>\$33, 525.00</b> Training & Observation Services	<b>\$500.00</b> Per Enrolled Student	
<b>Fund Source</b>	<input checked="" type="checkbox"/> FEE FOR SERVICE	<input type="checkbox"/> DIRECT GRANT	<input type="checkbox"/> LEVERAGED <small>(if leveraged you need to attach a costing matrix which includes each unit of competency)</small>
<b>Notes which may assist in setting up the Delivery Package:</b>			
Requires a CNQ code for NWP276			

Administration Officer Sales & International to complete

<b>Recorded on CRM</b>	24.10.08
<b>Contract Code:</b>	
<b>Schedule ID:</b>	
<b>Notes for Customer Care Leader</b>	

20 October 2008

Mr Jim Pruss  
 Executive General Manager, Sustainable Water & Asset Delivery  
 Seqwater  
 PO Box 16146  
 City East QLD 4002

**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 Mr Pruss

On behalf of TAFE Qld I would like to thank you for the opportunity to submit this quote for training in NWP276A Monitor, Operate and Report Fluoridation Systems to your organisation.

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 and Skillstech are part of TAFE Queensland and, as such, are 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 Student Enrolment and Assessment Cost:**

Program details	Per Student Fee
NWP276A Monitor, Operate and Report Fluoridation Systems	\$500.00

**Details of Training Cost:**

Program details	Duration wks/hrs	No. of participants per session	Session fee
NWP276A Monitor, Operate and Report Fluoridation Systems	5 x 2 Days Face to Face Onsite 17/11/08 to 02/12/08	20 per class	\$22,545.00



**TAFE Queensland**  
 Queensland Government

Department of  
 Education, Training and the Arts



## Details of the Observation Cost:

Program details	Duration Term	Dates	Fee
NWP276A Monitor, Operate and Report Fluoridation Systems	5 Days Onsite	1/12/08 to 15/12/08	\$10,980.00

The above fee includes:

- Delivery and assessment
- Learning and study materials
- Course evaluations
- Enrolment and administration processes
- TAFE Statement of Attendance

### 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.

### 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 program 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 41 202459**.

### Citizenship of Participants

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

### Point of contact – acceptance of agreement

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

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

Again, thank you for allowing TAFE Qld 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**

# Form of Agreement

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



**TAFE Queensland**  
Queensland Government

Department of  
Education, Training and the Arts

Quote Date:	20/10/08	Quote expiry date:	20/11/08
Client Trading Name:	Jim Pruss		
CEO/Manager/Owner Name:	Seqwater		
Position title:	Executive General Manager, Sustainable Water & Asset Delivery		
Signature:	<i>J. Pruss</i>		
Date:	28/10/08		
Agreement start date:	17/10/08	Agreement end date:	15/01/08

Description of Services to be provided:

## Details of Student Enrolment Cost:

Program details	Per Student Enrolment Fee
NWP276A Monitor, Operate and Report Fluoridation Systems	\$500.00

*NWP20107*

*549000*

## Payment schedule

\$500.00/enrolled student To be reconciled for payment to the Institute on a monthly basis

## Details of Training Cost:

Program details	Duration wks/hrs	No. of participants per session	Session fee
NWP276A Monitor, Operate and Report Fluoridation Systems	10 Days Face to Face Onsite 17/11/08 to 02/12/08	20 per class	\$22,545.00

## Details of the Observation Cost:

Program details	Duration Term	Dates	Fee
NWP276A Monitor, Operate and Report Fluoridation Systems	5 Days Onsite	1/12/08 to 15/12/08	\$10,980.00

<b>Total cost</b>
\$33,525.00

## Payment schedule

\$33,525.00 Due 15/12/08 upon receipt of an Invoice the Client will transfer this expense to the Institute via Internal Journal Transfer

**Billing details**

Contact name:	Jim Pruss
Purchase order no (if applicable):	
Billing address:	Seqwater, PO Box 16146,
Town/State/Postcode:	City East QLD 4002
ABN:	
Phone:	
Mobile:	
Fax:	
Email:	jpruss@seqwater.com.au

On completion, please return this form by fax to (07) 4120 2466 or mail to:  
Administration Officer, Sales and International  
Training Solutions  
Wide Bay Institute of TAFE  
LMB 279  
MARYBOROUGH QLD 4650

**PAGE 2 – TAFE USE ONLY – SALES OFFICER TO COMPLETE**

Sales Officer Name	DONNA NORMAN		
Client Trading Name	SEQWATER		
Client Contact Name	JIM PRUSS		
Qualification Program Code	NWP276A MONITOR, OPERATE AND REPORT FLUORIDATION PROCESSES.		
Qualification Name/Title			
LIST OF UNITS (if not full program)			
Delivery Mode	INTERNAL <input type="checkbox"/>	ONLINE <input type="checkbox"/>	EXTERNAL <input type="checkbox"/> BLENDED <input checked="" type="checkbox"/>
Location of Training	Landers Shute/ Westbank/ Molindinar - Online		
Campus doing delivery (if different from Location of Training)	Skillstech & Wide Bay Institute of TAFE		
Training commencement date:	10/11/08		
Training completion date	15/01/08		
Trainer Name	Wide Bay Water Corporation		
Fee to be charged (please indicate fee per person or per group)	\$33, 525.00 Training & Observation Services	\$500.00 Per Enrolled Student	
Fund Source	<input checked="" type="checkbox"/> FEE FOR SERVICE	<input type="checkbox"/> DIRECT GRANT	<input type="checkbox"/> LEVERAGED (if leveraged you need to attach a costing matrix which includes each unit of competency)
Notes which may assist in setting up the Delivery Package:			
Requires a CNQ code for NWP276			

Administration Officer Sales & International to complete

Recorded on CRM	
Contract Code:	
Schedule ID:	
Notes for Customer Care Leader	



QBWSA trading as Seqwater

Level 3, 240 Margaret Street  
Brisbane, QLD 4000  
PO Box 16146  
City East QLD 4002

## PURCHASE ORDER

ABN: 75450239876

Telephone: 07 3035 5500

Facsimile: 07 3229 7926

Any queries please contact  
LOIS SAEDDER  
P: 07 3437 4002  
E: lsaedder@seqwater.com.au

Wide Bay Institute Of Tafe  
Locked Mail Bag 279  
MARYBOROUGH QLD 4650

Fax No. 0741202589

Order No.: **PO002703**

Date Issued: 24/08/2009

Supplier No.: 102717

Date Required: 23/09/2009

Attention :

Description	Product Code	Quantity	Unit Price (Ex GST)	Amount (Ex GST)	Amount (Inc GST)
Contractor - General Refresher of Fluoride Code of Practice and Regulations	000001	1.00 EACH	11,250.00	11,250.00	12,375.00
<i>GST Total: \$1,125.00</i>			<b>Order Total :</b>	<b>\$11,250.00</b>	<b>\$12,375.00</b>

**Invoice To:** QBWSA Trading as Seqwater  
Level 3, 240 Margaret St  
PO Box 16146  
City East Qld 4002

Please Quote "PO002703" on your invoice

**Deliver Order To:** Head Office  
Level 3, 240 Margaret Street  
Brisbane  
QLD 4000