
QUEENSLAND FLOODS COMMISSION OF INQUIRY
AFFIDAVIT OF BRADLEY PETER HEATH SWORN 23
SEPTEMBER 2011

QFCI

Date:

18/10/11 Jm

Exhibit Number:

824

QUEENSLAND FLOODS COMMISSION OF INQUIRY

Commissions of Inquiry Act 1950

FIRST AFFIDAVIT

I, BRADLEY PETER HEATH of c/- 2649 Logan Road Eight Mile Plains, Brisbane in the State of Queensland, Chief Executive Officer, state on oath:

1. I am the Chief Executive Officer ("CEO") of RACQ Insurance Limited ("RACQ Insurance").
2. As the CEO, I am ultimately responsible for the management of RACQ Insurance's operations. I report to the RACQ Insurance Board.
3. I hold a Bachelor of Business (Accounting) and am a Graduate of the Australian Institute of Company Directors.
4. I was appointed Chief Executive Officer in March 2007 after having served in the role of Acting CEO since September 2006.
5. I have over 25 years experience in the insurance industry, gained primarily with RACQ Insurance. My experience spans all aspects of the insurance industry and over the years I have held the following positions:
 - (a) Underwriting Manager (1988 to 1998);
 - (b) Claims Manager (1998 to 2001);
 - (c) Executive Manager CTP and Claims (2001 to 2003);
 - (d) General Manager Personal Insurance (2004 to 2006); and
 - (e) Acting Chief Executive Office (2006 to 2007).

RESPONSE TO COMMISSION'S REQUIREMENT DATED 6 SEPTEMBER 2011

6. This affidavit is provided on behalf of RACQ Insurance in response to a notice served on me by Justice C E Holmes, Commissioner of Inquiry, pursuant to section 5(1) (d) of the *Commissions of Inquiry Act 1950* (Qld), to provide information to the Queensland Floods Commission of Inquiry, which addresses the topics listed in the Commissioner C E Holmes

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Taken by:

AFFIDAVIT

Filed on behalf of RACQ Insurance Limited

COOPER GRACE WARD

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letter dated 6 September 2011 ("Requirement"). A copy of the Requirement is exhibited to this affidavit as **Exhibit 1**.

7. The matters set out below are not, or are not necessarily, matters of which I have direct knowledge other than by having regard to the records of RACQ Insurance (which I have done in order to provide this affidavit). I have, in answering the questions in the Requirement done so based on my experience, my own knowledge where possible and relying on material maintained by RACQ Insurance or provided by others. I regularly spoke to and corresponded with Graham Dale, who is the General Manager, Personal Insurance Claims for RACQ Insurance, throughout the period relevant to this affidavit, and those exchanges are the source of some of the information contained in this affidavit.
8. I have also had discussions with [REDACTED], a director of Water Technology Pty Ltd (**Water Technology**). That company undertook hydrological studies for RACQ Insurance and [REDACTED] was the person responsible for the studies conducted for RACQ Insurance (different personnel in Water Technology, as I understand it, having been responsible for investigations and reports for other insurers). I have relied on what [REDACTED] has told me in providing some of the information in this affidavit.
9. Also I have, with the assistance of others, assembled information and material to respond to the questions the subject of the requirement. I have, however, not been able to personally review all of the material which has been assembled for that purpose or exhibited to this affidavit.
10. Both this affidavit and the exhibits to it contain personal information about RACQ Insurance policyholders which, to protect the privacy of the policyholders, I would ask that the Commission not disclose.
11. For ease of reference I have set out in this affidavit the headings and questions from the Requirement and provided my response to them below.

Decision to review and approve insurance claims relating to the Ipswich area

1. ***Please provide details of the decision of RACQ Insurance Limited (RACQ Insurance), announced on 2 August 2011, to approve 247 insurance claims relating to the Ipswich area which were previously declined.***
12. Exhibit 2 is a schedule which sets out these 247 claims and relevant details about them. In fact the exhibit identifies 248 claims, but it emerged that one was a duplicate claim. Details of the decision are set out as follows.
13. RACQ Insurance's Household PDS defines flash flooding and stormwater runoff (which is covered by the policy) as a sudden flood caused by heavy rain that fell no more than 24

[REDACTED]

[REDACTED]

hours prior to the flash flood or stormwater runoff. Flooding that is not caused by rain falling within the 24 hour period before the loss is excluded from cover (unless additional cover is applied for separately).

14. This means that in order to decide these claims it was necessary to determine what caused the flooding; that is, was the flooding caused by rain falling within the previous 24 hour period? This was done by obtaining expert reports from hydrologists. RACQ Insurance used [REDACTED] of Water Technology and staff under his supervision as its hydrologists for the Queensland Floods.
15. The flooding which took place in the Ipswich area has been the subject of two principal reports from Water Technology: the original report dated 9 March 2011; and supplementary report dated 14 June 2011. Exhibit 3 is a copy of those reports. I have not included the schedules to those reports in this exhibit (though the schedules have been provided as exhibits to the Second Affidavit of Graham Ian Dale, which I have seen).
16. In part the original report identifies that flooding in certain downstream parts of the Bremer River in the Ipswich region had been affected by tailwater from the Brisbane River. The Brisbane River was swollen from the releases from the Wivenhoe Dam that had commenced from 7 January 2011 and which were increased on and from 9 January 2011 and from further rainfall which commenced on 9 January 2011.
17. I know (from the report, and from discussions with [REDACTED] and Mr Dale) that:
 - (a) In order to investigate the causes of the flooding in the Ipswich area Water Technology utilised a computer programme known as MIKE11. I understand that the MIKE11 computer programme requires data about the catchments, rivers and flood plains to be inputted. The data is then used to construct a model for a particular river system using the MIKE11 program. I understand that Water Technology had constructed their own model of the Bremer River using data that was then available to them. However, this data was limited, in the sense that it did not include, for example, cross sectional information about the Bremer River below the water level. Using the information then at its disposal Water Technology modelled the causes of flooding in the Ipswich area and the effect on that flooding of the tailwater in the Brisbane River.
 - (b) However, Water Technology believed that local authorities and government authorities had a MIKE 11 model containing more complete data with the model outputs calibrated against actual results as a result of work undertaken as part of previous projects. Water Technology wished to obtain access to that model in order to be able to make further assessments of the causes of the flooding in the Ipswich

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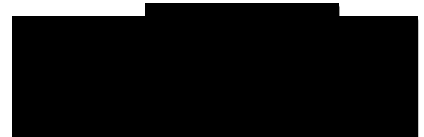
area (and in particular the effect of the tailwater from the flooding of the Brisbane River).

18. The hydrologists requested this more complete MIKE 11 model from SEQ Water on 21 February 2011. On 23 February 2011, RACQ Insurance's solicitors, Cooper Grace Ward (CGW), had also requested access to the MIKE 11 model from SEQ Water, Brisbane City Council and Ipswich City Council, explaining that the model was required to assist RACQ Insurance in assessing claims. The details of the attempts to obtain the modelling are set out later in this affidavit.
19. Water Technology believed that this data might exist as a result of work Water Technology was aware that the relevant agencies had previously undertaken. But Water Technology did not know:
 - (a) whether this data existed in the form that Water Technology hoped;
 - (b) whether the data would be made available, or how long it would take to obtain it, if at all;
 - (c) whether the data would lead to different results from the results Water Technology would obtain using the data they already had.
20. There was, I believed, a pressing need to make decisions on claims if possible. There was throughout January and February 2011 pressure from policyholders and others for speedy decisions on claims in the Ipswich area. I was aware that a raft of requests for information, including for the more complete version of the MIKE 11 model, had been made. The bodies asked for the model did not provide it or seemingly offer to do so urgently. There is always a tension between the need to reach a decision quickly in order to give policyholders certainty and manage claims efficiently, versus the need to undertake investigations to ensure that all possibly relevant material is secured for the decision to be made, which is in the interests of both our policyholders and RACQ Insurance. However, RACQ Insurance did not know that the more complete MIKE11 model would become available to Water Technology, or what it might contain.
21. Water Technology's first report in relation to Ipswich was provided to CGW on 9 March 2011. It indicated that Water Technology had run their MIKE 11 simulation for the Bremer River using the data available to them in order to ascertain the effect the elevated level of the Brisbane River had on the level of the Bremer River, and therefore the extent to which the level of the Brisbane River (referred to as tailwater) contributed to the flooding from the Bremer River in Ipswich. The report indicated that on the basis of the available data, absent the high Brisbane River tailwater at the junction of the Bremer River, the water in the Bremer River would largely have been contained within its banks.

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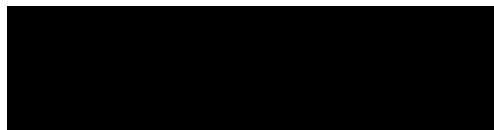


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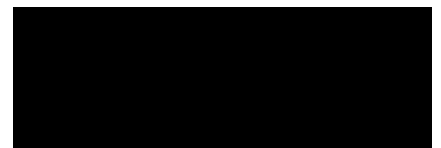


22. The effect of this report was that the high level of the Brisbane River was a material cause of the Ipswich flooding. The same report (as well as Water Technology's report obtained for Brisbane) indicated that a significant cause of the high level of water in the Brisbane River was the Wivenhoe release rather than rain within the preceding 24 hours, and this was therefore not covered by the policy.
23. The original report from Water Technology was based on all of the data then available to Water Technology and as set out above it was not clear whether or when additional relevant data would become available. It provided a "reasonable estimate" of the impact on the Bremer River of the tailwater effect of the Brisbane River.
24. Although subsequent events have required some of those decisions to be revisited, in the circumstances, I and my team believed that it was appropriate to make decisions on the claims which were covered by the report.
25. In light of the foregoing, and given the hydrological evidence as to the causation of inundation in Ipswich, RACQ Insurance declined a number of claims on the basis that a real cause of the flooding to those properties was the flooding of the Brisbane River (essentially due to releases from the Wivenhoe Dam, being rain which occurred more than 24 hours prior to the flooding and was therefore excluded flooding under the policy). The details of the claims decisions made in respect of claims in Ipswich are set out in Exhibit 23 to the Second Affidavit of Graham Ian Dale sworn 19 September 2011.
26. Subsequently (as detailed below) Water Technology was provided with the BCC MIKE 11 model. When the BCC model was examined it contained data concerning the Brisbane River catchment and its configuration and also data concerning the Bremer River catchment and its configuration. I understand from Water Technology that this latter aspect was something that they had hoped would be part of the BCC model but did not expect that it would be provided in that detail in the BCC model (as distinct from the models which had been sought from the Ipswich City Council and SEQ Water). This was useful for Water Technology's analysis of the Ipswich region. Thereafter the hydrologists were able to carry out further investigations of the cause of flooding in the Ipswich area using that model. I understand from discussions with Mr Dale that this additional work was complicated and time consuming; it was not simply a matter of plugging in a disk and running off a new set of graphs. The steps that needed to be taken are detailed in pages 3 to 5 of the supplementary Water Technology report.
27. Water Technology provided a supplementary report dated 14 June 2011 to CGW using the BCC MIKE 11 model. The supplementary report addressed the effect of the Brisbane River tailwater at the junction of the Bremer and Brisbane Rivers again. It concluded that the effect of this tailwater was unlikely to have been as substantial as Water Technology had

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concluded in its original report. This reduced the extent of the causal role that the Brisbane River flooding, and therefore the Wivenhoe release, had on the Bremer River flooding.

28. The data in the supplementary report does identify that the elevated level of the Brisbane River had an influence on the level of the Bremer River.
29. When CGW received the supplementary report, in order to provide advice to RACQ Insurance, they needed to consider whether that impact was to be regarded as a real cause of the loss such that the previous decision that the loss was excluded was to be maintained. For that legal advice to be provided, CGW had discussions with [REDACTED] to enable them to better understand the data in the report and in particular the physical extent of the influence of the tailwater. CGW conducted a detailed legal review of the position and sought the advice (on a number of issues and occasions) of counsel. CGW's advice was provided to RACQ Insurance on 11 July 2011. Subsequent further advice was obtained over the next week or so clarifying matters which RACQ Insurance wished clarified in respect of the supplementary report.
30. The supplementary report was provided to RACQ Insurance with CGW's covering legal advice on 11 July 2011. Before that, during the period 14 June 2011 and 11 July 2011, CGW kept me orally informed of the progress the process they were undertaking (as described above). My instructions throughout were to expedite the finalisation of their advice.
31. I read the supplementary report and accompanying legal advice. I had a number of discussions with Mr Dale in the week or so following receipt of Water Technology's supplementary report on 11 July 2011. In those discussions we decided that a number of claims from the Ipswich region which had originally been declined would now be accepted as caused by flash flood or stormwater run off. Before announcing the decision I arranged for our reinsurers to be notified to ascertain whether they had any concerns.
32. Many policyholders (in total 194) affected by this decision had received money from RACQ's Special Fund. Although the Special Fund was set up for the benefit of policyholders not entitled to indemnity under the policy, after Mr Dale and I made the decision as to causation to which I have referred, I also decided not to deduct the amount of those payments from the settlements of their claims or otherwise attempt to recover this payment.

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[REDACTED]

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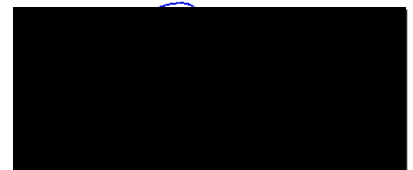
[REDACTED]

33. Prior to 2 August 2011 RACQ Insurance took a number of steps to ensure that once the decision was announced, claims would be able to be processed as quickly as possible. These steps included:
- (a) A full reconciliation and analysis of the claims impacted by the reassessment to ensure all affected customers' claims were identified and required contact and other key information was centrally recorded.
 - (b) Development of a specific claims management strategy to support the effective and empathetic management of the claims. This included resource allocation to support the immediate requirement to personally contact all affected customers to communicate the decision and make loss adjustment appointments and ongoing prompt management of settlements and payments.
 - (c) Reassignment of internal loss adjusting personnel who would travel to Ipswich and meet personally with each affected policyholder to assess and manage the claim in conjunction with the customer.
 - (d) The preparation of scripting and letters to support the communication of the decisions.
 - (e) Communication with other areas of the claims team to ensure consistent and clear customer communications (this included management of the anticipated inbound calls following the announcement of the reassessment from those who were and were not impacted).
34. By 1 August 2011 the last of the reinsurers had provided their feedback. On 2 August 2011 RACQ Insurance announced that it had approved the claims of 247 customers in the Ipswich region who had initially been declined cover, under the flash flood and stormwater run-off provisions of the Household PDS. Written notification was sent by express post that same day, and attempts were made to contact all affected customers by telephone. Some policyholders were reached on 2 August 2011, but a large number were only reached on 3 or 4 August. During the telephone call where affected customers were informed of this decision, the operator also attempted to put in place arrangements to assess and settle the claims where possible (refer to **Exhibit 2** for details).
35. While this accounted for the substantial majority of the claims received from within the Ipswich Local Government Area, not all customers in that region were covered as some properties were directly inundated by the Brisbane River rather than the Bremer River.

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2. In particular:

2.1. To which suburbs of Ipswich did those claims relate?

36. Exhibit 2 is a list of the customers the subject of the Ipswich review. This document also includes their addresses.

2.2 When was the original decision refusing those claims made? On what information was the original decision based?

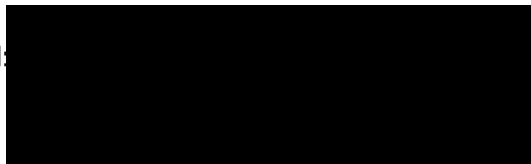
37. I have substantially answered this question above. In terms of when the original claims were assessed I refer to the schedule which is attached as **Exhibit 2**.
38. The decision as to causation of the damage was made on the basis of the information contained in Water Technology's original report (dated 9 March 2011), the terms of RACQ Insurance's Household Insurance Policy and after taking legal advice.
39. Mr Dale and I discussed the Water Technology original report once we received it on 9 March 2011. I agreed with his proposed decisions as to the causation of the inundation which had occurred, which meant that a large number of claims in the region would be declined because a real cause of the flooding to those properties was the flooding of the Brisbane River (essentially due to releases from the Wivenhoe Dam, being rain which occurred more than 24 hours prior to the flooding). The decision was made by 11 March 2011. Details of the claim decisions are contained in Mr Dale's Second Affidavit.
40. There were a number of other steps that needed to take place to implement this decision. In Mr Dale's Second Affidavit (at paragraph 125) he provides details of those steps. I agree with his description.

2.3. Why were those claims re-assessed? When was the decision to re-assess the claims made and on what information was that decision based?

41. I have explained the answer to this question above.

2.4 When was the decision to approve those claims made? On what information was the decision to approve those claims based ("the new information")?

42. I have provided the answer to this question above.



2.5 When was the new information received? Were any efforts made to obtain that information earlier? If so:

2.5.1 What efforts?

2.5.2 Why was the information not obtained earlier?

43. In this paragraph I have set out the details of the attempts made to obtain the MIKE model. The information set out below has been provided to me by the persons identified or appears from the documents identified. I refer also to Exhibit 4 to this affidavit, which contains copies of all of the documents referred to in this paragraph as well as other evidence of the attempts made to obtain the MIKE 11 model.

- (a) I have been informed by [REDACTED] from Water Technology that:
- (i) on 21 February 2011, Water Technology:
- (A) sent an email to [REDACTED] at SEQ Water requesting that the MIKE 11 hydrodynamic model be made available for use by Water Technology. This was not replied to.
- (B) attempted to call [REDACTED] Senior Engineer at Ipswich City Council and [REDACTED] Engineer at Ipswich City Council (who Water Technology had previously dealt with in relation to flooding investigations) to request access to the MIKE 11 hydrodynamic model but were informed that both [REDACTED] and [REDACTED] were unavailable at that time and left a message for them to call back.
- (C) rang [REDACTED] at Brisbane City Council to request access to the MIKE 11 hydrodynamic model but was informed that [REDACTED] was unavailable at that time and left a message for him to call back.
- (ii) either on 21 February 2011 or 22 February 2011, RACQ Insurance's hydrologists received a call from [REDACTED] at Brisbane City Council who was returning the call referred to above. He said that any request for the MIKE 11 hydrodynamic model would need to be made to [REDACTED] Senior Officer – Water Resources at Brisbane City Council.
- (b) On 23 February 2011, CGW wrote to Brisbane City Council, Ipswich City Council and SEQ Water requesting the MIKE 11 data urgently.
- (c) On 28 February 2011, CGW received a response from Ipswich City Council asking that the request be made in the form of a Right to Information request.

[REDACTED]

[REDACTED]

- (d) Around this time, I asked CGW if I could help with the process of trying to obtain the MIKE 11 model. They confirmed that my assistance might be helpful. On 24 February 2011 I asked Rachel Nolan MP, the Member for Ipswich whether she could assist with the process of releasing the MIKE 11 data. I did not receive a reply to this letter. On 28 February 2011, I asked the Mayor of Ipswich, Paul Pisasale, in the course of an email on a separate issue, whether he could expedite the process of releasing the MIKE 11 data.
- (e) On 2 March 2011, Paul Pisasale responded to my email indicating that he had asked the Council if that information was available and would get back to me as soon as he had a response.
- (f) On 2 March 2011, CGW received a letter from Brisbane City Council dated 28 February 2011 indicating that it would "endeavour to provide a response within 20 working days" to CGW's request made 23 February 2011.
- (g) On 3 March 2011, CGW submitted a formal Right to Information request to Ipswich City Council and again asked that it be considered urgently.
- (h) On 7 March 2011, CGW sent a letter to Brisbane City Council again stressing the urgency of the request.
- (i) I am informed by CGW, and I believe, that on 7 March an officer from Ipswich City Council contacted [REDACTED] a lawyer at CGW, to discuss the Right to Information request made 3 March 2011. In that conversation [REDACTED] was told that the MIKE 11 software itself was not Council's property to provide pursuant to the RTI request, and that RACQ Insurance would need to obtain a licence from the owners of the software. She said that data files held by Council for the MIKE 11 model, together with reports generated using the MIKE11 model, might be available, but not the software itself. Exhibit 4 includes a copy of a file note of this conversation.
- (j) On 9 March [REDACTED] called the RTI officer from Ipswich City Council. He confirmed that the application should be progressed, and that the data files and any relevant reports were the information which we were seeking. The officer indicated that they might only be able to provide the data files in pdf format on a CD. Exhibit 4 includes a copy of a file note of this conversation. The Ipswich City Council officer also called Mr Ward on 9 March to ask who the Council's official response should be directed to. Mr Ward told her to direct it to Rocco Russo at CGW. I understand now from Water Technology (although this would not have been clear to CGW at the time) that having the data in pdf format (rather than native format) might not have been of any use to

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[REDACTED]

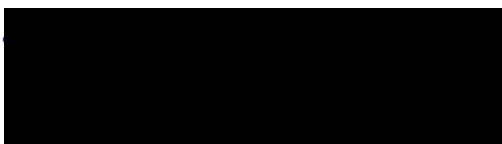
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Water Technology as they would not have been able to run their models with it without an enormous effort to manually input the data.

- (k) On 9 March 2011, CGW received a letter from SEQ Water dated 3 March 2011 indicating that it was not prepared to make the MIKE 11 data available.
- (l) Also on 9 March 2011, CGW received a letter from Ipswich City Council dated 9 March 2011 formally acknowledging the Right to Information Request and noting that it was permitted 25 business days to process the application, and that that time period could be extended in certain circumstances.
- (m) On 10 March 2011, CGW received a letter from Brisbane City Council dated 10 March 2011 acknowledging CGW's letter of 7 March 2011 and noting that a copy of the letter had been placed on the file to reiterate the urgency of the request.
- (n) On 4 April 2011, CGW wrote to Brisbane City Council asking for confirmation of whether the model would be released.
- (o) On 5 April 2011, CGW received an email from Brisbane City Council attaching a proposed user agreement for access to the relevant information. There was some uncertainty as to:
 - (i) whether the information offered in the user agreement was the information that was required by RACQ Insurance's hydrologist to carry out the modelling work; and
 - (ii) whether RACQ Insurance, CGW or RACQ Insurance's hydrologists were the appropriate party to sign the user agreement.
- (p) This correspondence also arrived when the hydrologists were finalizing and providing their reports on a number of regions. Between 5 April 2011 and 3 May 2011 Water Technology completed some 14 to 16 updates or reports on regions including Ipswich, Lower Lockyer, Toowoomba, Upper Lockyer, Emerald, Upper Brisbane, Rockhampton, Caboolture, Sunshine Coast, Alpha and Gympie. The volume of work being done by them, by RACQ Insurance and by CGW was enormous. To an extent it was simply impossible to get through everything that needed to be done.
- (q) On 13 April 2011, CGW received a letter from Ipswich City Council declining the Right to Information request on the basis that searches "located no documents within the scope of your application".
- (r) On 3 May 2011, RACQ Insurance's hydrologists provided a signed copy of the user agreement to the Brisbane City Council for access to the information.

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- (s) On 16 May 2011, Brisbane City Council informed Water Technology that they needed a purchase order number and invoice details for the job before the information could be released. This was done.
- (t) On 17 May 2011, the MIKE 11 model was made available by the Brisbane City Council to Water Technology for a modest licence fee.
44. There are a number of reasons why (as I understand it) these request were not made earlier for the MIKE 11 model and data.
45. I have been advised by [REDACTED] of Water Technology that the existence of the Brisbane/Bremer River MIKE 11 model has been common knowledge in the engineering industry for some years (at least the last decade). However, it was also known (or Water Technology believed) that the model was treated as confidential and not released to the industry.
46. Indeed Water Technology's officers are not aware of any investigation that has been undertaken using the entire Brisbane/Bremer River model (as distinct from some parts of it) for which the model has been released to third parties.
47. Additionally Water Technology did not initially identify the need for the model. They would not normally propose undertaking a modelling study in order to provide specialist advice regarding contributing flooding mechanisms for insurance assessments. However, through the other work undertaken on the Bremer River (including site visits and review of available gauge data), the complexity of the flooding situation (with regard to RACQ Insurance's Household policy definition of "flash flood") in Ipswich became apparent. It was as a result that Water Technology identified the possible utility of the model.

2.6. Please provide copies of any and all correspondence relevant to paragraph 2.5 above.

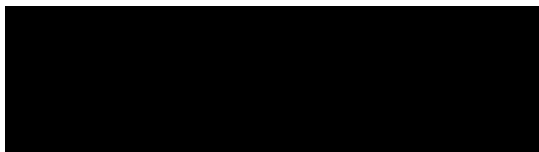
48. **Exhibit 4** is a bundle of correspondence and other documents relating to the request for the MIKE 11 model.

2.7. What steps, if any, were the policyholders whose claims were approved required to take, or what information were they required to give RACQ Insurance, after being informed that their claims had been approved?

49. After the announcement of the decisions on 2 August 2011, almost all of the affected customers were contacted by 5 August; a very small number were contacted later, with the last customers being contacted on 15 August.

50. Once the acceptance had been notified, the next step was for the amount of each claim to be determined and the claims settled. Given the circumstances of these claims we were keen to resolve the matter for policyholders as soon as practicable, and certain special measures were employed to try to achieve this.
51. Given the time that had passed from the date of the event to when RACQ Insurance was able to make a decision to accept these claims, RACQ Insurance has tried to settle these particular claims as quickly as possible. Mr Dale decided that all of these customers would be visited by an employed loss adjuster, and I am informed by Mr Dale that this is what happened. The loss adjuster worked through the settlement of the claim, establishing the loss with the agreement of the customer. The majority of the claims have been cash settled as repairs were already under way or completed. In a number of instances, quotes already provided by contractors who had provided those for the purposes of the Premier's Relief Fund payments were used to support settlements.
52. As at 20 September 2011:
- (a) 170 of these claims were fully settled and closed;
 - (b) 72 remained "Open" (as explained below);
 - (c) 5 claims were withdrawn by the customer (on the basis that only minimal loss was sustained and the customer did not wish to proceed).
53. Claims can be marked "Open" on RACQ Insurance's records for a number of reasons. They may be finalised from the policyholders point of view but there are some administrative matters that need to be concluded (for example, RACQ Insurance needing to pay the invoice of a consultant). It can also include claims where one part of the claim has been finalised (for example the contents has been paid) but the building component of the claim is still ongoing. I am informed by Mr Dale that all of the "open" claims referred to above are well progressed. So, for example, in respect of the "open" claims a total of \$3,243,014.93 has been paid to 22 September 2011. In relation to the "open" claims the subject of the Ipswich re-assessment the reasons the claims remain open include situations where RACQ Insurance is awaiting documentation from the policyholder or a consultant, payment of a consultant fees RACQ Insurance, where the contents aspect of the claim has been paid while the building works are ongoing and where RACQ Insurance is awaiting advice from a policyholder as to their preferred settlement option. If the Commission requires I can provide a detailed analysis of those "open" claims (or indeed of the "closed" claims), though that will involve a consideration of each claim to identify what is outstanding and why.

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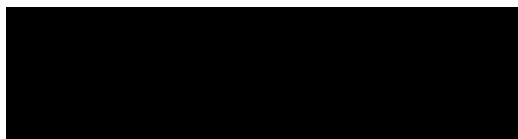


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- 2.8. Please provide a pro forma copy of the correspondence sent to the policyholders information them of the decision to approve their claims.**
54. **Exhibit 5** is a pro forma copy of the correspondence sent to the policy holders to inform them of the decision to approve their claims in relation to the Ipswich review.
- 2.9. Were any claims re-assessed but not approved? If so:**
- 2.9.1. How many?**
- 2.9.2. To which suburbs of Ipswich did those claims relate?**
- 2.9.3. Why were those claims not approved?**
55. I have been told by Mr Dale that there were two claims that were re-assessed but not approved.
56. **Exhibit 6** is a copy of the letter sent to the two policyholders.
57. These claims were not approved because the losses occurred during the first 48 hours of the initial period of insurance. Under the Household PDS, losses caused by flash flooding, stormwater runoff, bushfire, storm or flooding (where the optional flood cover is included) during the first 48 hours following the inception of the policy are not covered. These policies were taken out on 11 January 2011 and the losses occurred on 11 or 12 January 2011.
- 2.10. Have any other claims which were originally rejected been re-assessed, or are any such being re-assessed, on the basis of the new information? If so:**
- 2.10.1. To which areas did or do those claims relate?**
- 2.10.2. How many claims in each area?**
- 2.10.3. How many, if any, were approved?**
- 2.10.4. How many, if any, were not approved? Why were those claims not approved?**
58. I have been told by Mr Dale, and I believe that there are no claims of this nature.

Signed:



Taken by:



2.11. Have any other claims which were originally rejected been re-assessed, or are any such claims being re-assessed (other than through the internal dispute resolution process) on the basis of information other than the new information? If so, please provide details.

59. I have been told by Mr Dale that there is only instance of which he is aware where a claim that was originally rejected and is now being re-assessed (other than the Ipswich claims or through the IDR process). The details of that situation are as follows.
60. The claim was made by a policyholder in Lowood. The claim number was [REDACTED]. As a result of the information in Water Technology's Middle Brisbane report dated 4 May 2011 it was determined that the property was inundated by the rising level of the Brisbane River and that accordingly the cause of the inundation was "Flood". The claim was rejected.
61. Recently a nearby property was reviewed by Water Technology as part of the Internal Dispute Resolution process. Observations by the policyholder at that property, combined with the terrain and rainfall data, led RACQ Insurance to conclude, based on Water Technology's report in relation to that other property, that the cause of the inundation was "Flash flood and stormwater run-off". Water Technology's report is dated 12 September 2011 but I understand it was received by CGW on or about 20 September 2011.
62. It seems likely that a similar mechanism of inundation operated and accordingly RACQ Insurance is in the process of reconsidering that claim.

Request for hydrology information

3. **Please set out the factual matters upon which the information provided in paragraphs 11(a), and 83-86 and 157-158 and Annexure 6 of RACQ Insurance's Submission to the Queensland Floods Commission of Inquiry (Submission), is based – namely attempts by RACQ Insurance and the hydrologists it engaged to obtain hydrology information from government agencies and local governments, and delays in obtaining that information.**
63. The knowledge I have about these matters is derived from verbal reports that I was receiving from the dedicated response team and CGW who were directly dealing with the appointed hydrologist, Water Technology, as well as from [REDACTED] of Water Technology. I have also referred below, where appropriate, to documents including Mr Dale's affidavits.
64. Paragraph 11(a) of the RACQ Submission dated 11 May 2011 (**First Submission**) provides as follows:

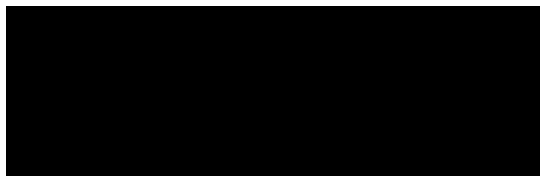
"This process has been hampered by factors including:

(a) *delays in obtaining (and in some cases an absence of) data and other assistance from local councils, the Department of Environment and Resource Management (DERM) and the Bureau of Meteorology (BoM);"*

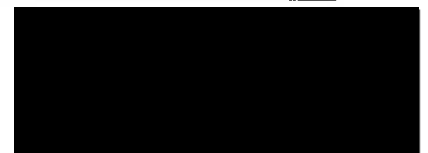
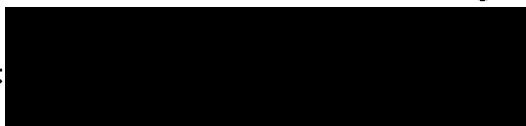
65. Annexure 6 to the submission is a chronology of requests for information. **Exhibit 7** is a bundle of the documents referred to in that chronology.
66. Additionally, the factual basis for this paragraph in relation to the MIKE 11 model is set out above and evidenced by Exhibit 4 to this affidavit. Exhibit 4 also contains documents which set out various requests made of DERM, BoM and other agencies for rainfall data, stream level information, pluviograph data, water level data, river gauge data etc.
67. Paragraph 83 of the First Submission provides as follows:

"Water Technology's ability to progress the investigations was also contingent upon its representatives being able to gain quick and unimpeded access to information and data relevant to the flood events. This information included, amongst other things, flood inundation maps, terrain information and rainfall and river gauge data. In the usual course this information is made available free of charge and with short lead-time from local and state authorities such as DERM and BoM."

68. This paragraph was based on information provided by Mr Clark from Water Technology. I have set out below in more detail matters relevant to the submission which are also things advised by Mr Clark.
69. In order for hydrologists to provide advice as to the mechanisms that lead to inundation at a regional level and for individual properties within a region, the two primary sources of (objective and quantitative) information are:
- (a) rainfall records; and
 - (b) water level (stream gauge) records.
70. For larger catchments (e.g. Fitzroy River catchment or the Brisbane River catchment), these records need to be considered both for the catchment (at a regional level) and in the vicinity of individual properties being considered. More specifically, for larger catchments, analysis is required to differentiate the effects of rain that might have fallen within the immediate vicinity of the subject area or property from rain that had fallen further upstream in the regional catchment and taken longer to travel down the creek or river systems to the vicinity of the subject area or property.



71. In such locations the observations of individual residents of the perceived causes of inundation in the immediate vicinity of their property do not describe significant factors that occurred in other, more remote parts of the catchment. For example, heavy rainfall in the upper parts of large catchments can cause large flows which take several days to travel downstream and subsequently cause inundation of properties in the lower reaches of the catchment. It is essential therefore that gauge records be utilised to accurately describe the rainfall and subsequent catchment response.
72. Rainfall and streamflow data sets can be provided in several formats. These differing formats require processing to allow specific time periods and specific locations to be examined in detail.
73. The Bureau of Meteorology's website provides a comprehensive overview of daily (or 24 hour) rainfall totals. However, having regard to the terms of the RACQ Insurance Householder Policy (and the flash flood definition) in order to advise on whether inundation occurred within 24 hours of the causative rainfall or outside of 24 hours, it was necessary to consider rainfall and the associated catchment response at much finer time intervals (e.g. hourly).
74. Various groups (including the Bureau of Meteorology, DERM, water authorities and local authorities) maintain rainfall and stream gauge networks. There is no single contact/authority that provides access to all this information.
75. Typically (for BOM and DERM) outside catastrophic events such as the Queensland Floods, a request for access to this information is lodged and access is usually gained in a period ranging from a day to a week for a nominal fee.
76. However, due to the nature of the Queensland Floods (especially in January 2011) there were delays in the processing of this data.
77. In response to a request on Monday 17 January 2011 from Water Technology, on 18 January 2011 BOM provided access to rainfall records from 88 Automated Weather Stations (AWS) and advised that there would be delays in processing further data sets.
78. On Friday 11 February 2011 Water Technology was able to access the processed data sets which BOM had provided through the Insurance Council of Australia. Until then (when Water Technology was advised that the BOM's data repository had been established and that they could gain access to it) Water Technology did not know when this information would become available.
79. Mr Clark has provided to me and I have exhibited as exhibit 8 attachments which identify and compare the data availability as initially provided on or about 18 January 2011 with that



which was ultimately available through the BOM ICA data repository. The data provided on Friday 11 February 2011 gave access to BOM gauge networks, but also Brisbane and Ipswich City Council gauge networks. Data for some 729 stations were provided on 11 February 2011 with new information available (for Queensland) added progressively on 17 and 25 February 2011, 30 March 2011 and 25 April 2011.

80. Of course, Water Technology did not wait for access to this data before progressing their work. Site visits and other data gathering had commenced. However, Mr Clark wanted access to and to undertake analysis of the primary gauge and other data in order to finalise reports.

81. Paragraph 84 of the First Submission provides as follows:

"RACQ Insurance of course acknowledges the considerable burdens DERM and BoM had to deal with. However, for many flood affected regions, this information and data was slow to be provided to Water Technology (and others) by the relevant local and state authorities. In some cases, despite requests, the information and data was not (and still has not been) made available in full or even in part to Water Technology."

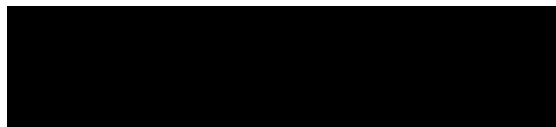
82. I have set out the position (as advised by Mr Clark) with respect to the provision of data by BOM in answer to the question above.

83. There was some initial confusion with regard to data provision from DERM in the week after the commencement of SE Qld flooding event. Data was provided to Water Technology by DERM on 25 January 2011 however Water Technology was advised that those data sets relating specifically to the Lockyer Valley were embargoed and could not be used. Accordingly, CGW wrote to DERM on 2 February 2011 to request that the data be released. DERM did not respond to CGW (and this was referred to in the First Submission).

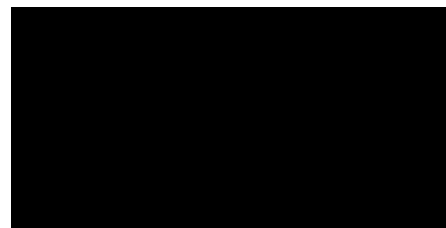
84. However, in order to provide this affidavit I have caused further investigations to be made. I now understand from Water Technology that:

- (a) Water Technology received an email from DERM on 25 January 2011 supplying the data relating to the Toowoomba and Lockyer Valley regions;
- (b) On the same day another Water Technology officer was advised by DERM that the information should not be used (i.e. it was "embargoed") and that DERM would come back to Water Technology as soon as the information could be used;
- (c) Because nothing more was heard, CGW was asked to send (and did send) the request to which I have referred above on 2 February 2011;

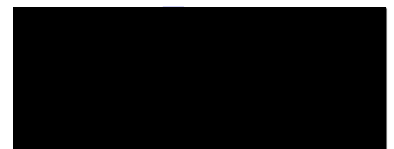
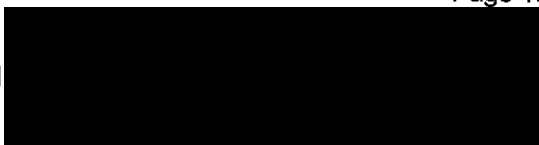
Signed:



Taken by:



- (d) In the following week, sometime in the first half of February, Water Technology's office received another call from DERM indicating that the embargo had been lifted and that they could use the data; and
- (e) That communication was not passed onto CGW or RACQ Insurance until in the last few days.
85. When compared with the list of active gauges, there were some gauge records missing from the data sets initially provided. Water Technology staff were made aware through discussions with BOM/DERM staff that some gauge records were not available due to technical issues with the gauges during the event.
86. Paragraph 85 of the First Submission provides as follows:
- "In response to the lack of available information and data for Toowoomba and the Lockyer Valley, RACQ Insurance's solicitors wrote to the DERM on 2 February 2011 requesting the release of rainfall and river gauge data for these regions. RACQ Insurance's solicitors did not receive responses to these requests."*
87. A copy of the letter referred to in that submission is included in Exhibit 4. I am informed by CGW that DERM did not respond to the letter, but that after the submission was prepared DERM advised by letter dated 26 May 2011 that it had responded to Water Technology. A copy of this letter is also included in Exhibit 4. I have now been advised by Water Technology that the position is as described above.
88. Paragraph 86 of the First Submission provides as follows:
- "In separate correspondence, RACQ Insurance's solicitors wrote to South East Queensland Water Corporation, Brisbane City Council and Ipswich City Council requesting access to the "MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers" (model). This model, which has not been made available to date, would have assisted Water Technology to progress its investigations into the cause of inundation for properties in Brisbane and Ipswich."*
89. The factual basis for this paragraph is set out in detail above. The MIKE 11 model, as mentioned, was subsequently provided by the Brisbane City Council.



90. Paragraph 157 of the First Submission provides as follows:

"One impediment to the speedy resolution of claims has been the delay in key government departments providing information about the flood event and in making modelling available to enable hydrological investigations to be undertaken."

91. I refer to my comments above and to the documents included in Exhibits 4 and 7 as the basis for this submission.

92. Paragraph 158 of the First Submission provides as follows:

"In particular, the BoM was unable to provide complete data during the aftermath of the disaster. We suggest that there should be a protocol by which this data should be made available speedily and the modelling should be readily accessible for these purposes."

93. The facts relevant to this appear above. The recommendation made is directed to facilitating ready access to the data and modelling to assist decision making in the future.

4 Please provide copies of all correspondence referred to in paragraphs 11(a), and 83-86 and 157-158 and Annexure 6 of the Submission and any other relevant correspondence to which the Submission does not refer.

94. Exhibits 4 and 7 are bundles comprising copies of all of the correspondence referred to in annexure 6 of the First Submission as well as additional documents evidencing the requests for information in relation to the Ipswich review referred to above.

ADDITIONAL MATTERS

95. The above events, in my view, indicate the benefit that would accrue to the insurance industry (including household policyholders) if a single collection point existed to collate data of this type and to make it available to stakeholders as a matter of urgency in catastrophic circumstances, and indeed to enable risk assessments in the ordinary course of business.

SWORN by **BRADLEY PETER HEATH** on: **23 SEPTEMBER 2011**
at **BRISBANE**

in the presence of:

Deponent

~~Barrister/Solicitor of the Supreme Court of Queensland~~
~~Commissioner for Declarations~~

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Exhibit 1

Our ref: 1694625

6 September 2011

[REDACTED]
Cooper Grace Ward Lawyers
GPO Box 834
BRISBANE QLD 4001

Dear [REDACTED]

RACQ Insurance Limited – Requirement to Provide a Statement

Please find enclosed a Requirement directed to Mr Bradley Heath, chief executive officer of RACQ Insurance Limited, for a statement which addresses:

1. RACQ Insurance's decision, announced on 2 August 2011, to approve 247 claims relating to the Ipswich area which RACQ Insurance previously declined; and
2. information included in RACQ Insurance's submission to the Commission dated 11 May 2011, at paragraphs 11(a), and 83–86 and 157–158 and Annexure 6.

The Requirement is returnable by 4pm, Friday, 23 September 2011.

Please contact [REDACTED] on telephone [REDACTED] or [REDACTED] on telephone [REDACTED] should you have any queries.

Yours sincerely

[REDACTED]

Executive Director

Encl.

400 George Street Brisbane
GPO Box 1738 Brisbane
Queensland 4001 Australia
Telephone **1300 309 634**
Facsimile **+61 7 3405 9750**
www.floodcommission.qld.gov.au
ABN 82 696 762 534

Our ref: Doc 1694633

6 September 2011

Mr Bradley Heath
Chief Executive Officer
RACQ Insurance Limited

Partner
Cooper Grace Ward
GPO Box 834
BRISBANE QLD 4001

REQUIREMENT TO PROVIDE STATEMENT TO COMMISSION OF INQUIRY

I, Justice Catherine E Holmes, Commissioner of Inquiry, pursuant to section 5(1)(d) of the *Commissions of Inquiry Act 1950* (Qld), require Bradley Heath to provide a written statement, under oath or affirmation, to the Queensland Floods Commission of Inquiry, which addresses the topics and exhibits the documents listed below:

Decision to review and approve insurance claims relating to the Ipswich area

1. Please provide details of the decision of RACQ Insurance Limited (RACQ Insurance), announced on 2 August 2011, to approve 247 insurance claims relating to the Ipswich area which were previously declined.
2. In particular:
 - 2.1. To which suburbs of Ipswich did those claims relate?
 - 2.2. When was the original decision refusing those claims made? On what information was the original decision based?
 - 2.3. Why were those claims re-assessed? When was the decision to re-assess the claims made and on what information was that decision based?
 - 2.4. When was the decision to approve those claims made? On what information was the decision to approve those claims based ('the new information')?
 - 2.5. When was the new information received? Were any efforts made to obtain that information earlier? If so:
 - 2.5.1. What efforts?
 - 2.5.2. Why was the information not obtained earlier?
 - 2.6. Please provide copies of any and all correspondence relevant to paragraph 2.5 above.

400 George Street Brisbane
GPO Box 1738 Brisbane
Queensland 4001 Australia
Telephone 1300 309 634
Facsimile +61 7 3405 9750
www.floodcommission.qld.gov.au
ABN 82 696 762 534

- 2.7. What steps, if any, were the policyholders whose claims were approved required to take, or what information were they required to give RACQ Insurance, after being informed that their claims had been approved?
- 2.8. Please provide a pro forma copy of the correspondence sent to the policyholders informing them of the decision to approve their claims.
- 2.9. Were any claims re-assessed but not approved? If so:
 - 2.9.1. How many?
 - 2.9.2. To which suburbs of Ipswich did those claims relate?
 - 2.9.3. Why were those claims not approved?
- 2.10. Have any other claims which were originally rejected been re-assessed, or are any such being re-assessed, on the basis of the new information? If so:
 - 2.10.1. To which areas did or do those claims relate?
 - 2.10.2. How many claims in each area?
 - 2.10.3. How many, if any, were approved?
 - 2.10.4. How many, if any, were not approved? Why were those claims not approved?
- 2.11. Have any other claims which were originally rejected been re-assessed, or are any such claims being re-assessed (other than through the internal dispute resolution process) on the basis of information other than the new information? If so, please provide details.

Request for hydrology information

3. Please set out the factual matters upon which the information provided in paragraphs 11(a), and 83–86 and 157–158 and Annexure 6 of RACQ Insurance's Submission to the Queensland Floods Commission of Inquiry (Submission), is based – namely, attempts by RACQ Insurance and the hydrologists it engaged to obtain hydrology information from government agencies and local governments, and delays in obtaining that information.
4. Please provide copies of all correspondence referred to in paragraphs 11(a), and 83–86 and 157–158 and Annexure 6 of the Submission and any other relevant correspondence to which the Submission does not refer.

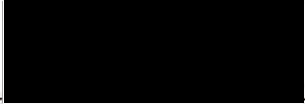
In addressing these matters, Bradley Heath is to:

- provide all information in his possession and identify the source or sources of that information;
- make commentary and provide opinions he is qualified to give as to the appropriateness of particular actions or decisions and the basis of that commentary or opinion.

Bradley Heath may also address any other topic relevant to Term of Reference (b) (the performance of private insurers in meeting their claims responsibilities) in the statement, if he wishes.

The statement is to be provided to the Queensland Floods Commission of Inquiry by 4 pm, Friday, 23 September 2011.

The statement can be provided by post, email or by arranging delivery to the Commission by emailing info@floodcommission.qld.gov.au.



Commissioner
Justice C E Holmes

Exhibit 2

Claim Details			Compassion Fund		Claim Progress Details																	
Claim Number	Customer	LossCity		Date	Paid	Letter Sent Date	If Initially Unable to Contact Message Left - Date	Successful Telephone Contact Date	Successful Telephone Contact Time	Customer Reaction	Date Assessment Scheduled	Assessment Completed	Cash Settled Offered & Accepted	Total Claim Amount - Building	Total Claim Amount - Contents	Sum Insured - Building	Sum Insured - Contents	Building Settlement Date	Contents Settlement Date	Date Claim Closed	Original Decision Date	
Y		KARALEE				2/08/2011		15/08/2011	11:26:00 AM	3. No Clear Emotion	26/08/2011	26/08/2011	No cash settlement			\$323,000.00	\$65,000.00			5/09/2011	29/03/2011	
		BASIN POCKET				2/08/2011		2/08/2011	3:30:00 PM	5. Disbelief	9/08/2011	9/08/2011	Building & Contents	\$34,934.00	\$25,217.00	\$215,000.00	\$54,000.00	11/08/2011	11/08/2011	11/08/2011	18/03/2011	
		EAST IPSWICH		27/04/2011	\$2,500	2/08/2011		5/08/2011	4:00:00 PM	2. Happiness / Satisfaction	17/08/2011	17/08/2011	Contents only		\$25,000.00		\$50,000.00		18/08/2011	19/09/2011	15/04/2011	
		NORTH IPSWICH		25/03/2011	\$12,500	2/08/2011	3/08/2011	5/08/2011	9:15:00 AM	2. Happiness / Satisfaction	26/08/2011	26/08/2011	Building & Contents	\$26,925.77	\$16,580.00	\$270,000.00	\$59,000.00	2/09/2011	2/09/2011	6/09/2011	18/03/2011	
		KARALEE		24/03/2011	\$12,500	2/08/2011		2/08/2011	5:00:00 PM	2. Happiness / Satisfaction	8/08/2011	8/08/2011	Building & Contents	\$235,000.00	\$62,700.00	\$470,000.00	\$126,000.00	10/08/2011	10/08/2011		18/03/2011	
		BUNDAMBA		22/03/2011	\$12,500	2/08/2011		3/08/2011	10:15:00 AM	2. Happiness / Satisfaction	11/08/2011	11/08/2011	Building & Contents	\$63,209.00	\$25,000.00	\$204,000.00	\$46,000.00	18/08/2011	18/08/2011	18/08/2011	18/03/2011	
		BASIN POCKET		21/03/2011	\$10,000	2/08/2011		3/08/2011	4:15:00 PM	3. No Clear Emotion	18/08/2011	18/08/2011	Building only	\$55,838.58		\$204,000.00		19/09/2011		22/09/2011	18/03/2011	
		BARELLAN POINT		24/05/2011	\$12,500	2/08/2011		3/08/2011	2:35:00 PM	2. Happiness / Satisfaction	23/08/2011	23/08/2011	Building & Contents	\$114,388.44	\$41,000.00	\$322,000.00	\$82,000.00	1/09/2011	1/09/2011	1/09/2011	17/05/2011	
		BRASSALL		27/04/2011	\$12,500	2/08/2011		4/08/2011	11:42:00 AM	2. Happiness / Satisfaction	18/08/2011	18/08/2011	Building & Contents	\$61,822.50	\$45,633.00	\$387,000.00	\$108,000.00	29/08/2011	29/08/2011	29/08/2011	21/04/2011	
		NORTH BOOVAL		8/04/2011	\$10,000	2/08/2011		4/08/2011	1:45:00 PM	2. Happiness / Satisfaction	16/08/2011	16/08/2011	Building only			\$231,000.00					7/04/2011	
		NORTH BOOVAL		11/04/2011	\$12,500	2/08/2011		3/08/2011	10:00:00 AM	2. Happiness / Satisfaction	10/08/2011	10/08/2011	Building & Contents	\$42,219.23	\$25,000.00	\$162,000.00	\$42,000.00	9/09/2011	9/09/2011	13/09/2011	7/04/2011	
		BUNDAMBA		11/04/2011	\$5,000	2/08/2011		2/08/2011	4:50:00 PM	2. Happiness / Satisfaction	8/08/2011	8/08/2011	Building only	\$68,973.96		\$258,000.00		19/09/2011			7/04/2011	
		BUNDAMBA				2/08/2011		2/08/2011	4:50:00 PM	2. Happiness / Satisfaction	4/08/2011	4/08/2011	No cash settlement		\$258,000.00						4/08/2011	29/03/2011
		NORTH BOOVAL		23/03/2011	\$10,000	2/08/2011		5/08/2011	2:05:00 PM	2. Happiness / Satisfaction	29/08/2011	29/08/2011	Building only	\$16,837.85		\$269,000.00		7/09/2011	7/09/2011	7/09/2011	18/03/2011	
		EAST IPSWICH		15/04/2011	\$12,500	2/08/2011		4/08/2011	3:27:00 PM	1. Anger / Dissatisfaction	23/08/2011	23/08/2011	Building & Contents	\$65,160.72	\$12,602.42	\$251,150.00	\$58,000.00	7/09/2011	25/08/2011	13/09/2011	7/04/2011	
		KARALEE				2/08/2011		3/08/2011	3:16:00 PM	2. Happiness / Satisfaction	17/08/2011	17/08/2011	Building & Contents	\$130,000.00	\$25,000.00	\$260,000.00	\$40,000.00	22/08/2011	22/08/2011	1/09/2011	18/03/2011	
		NORTH BOOVAL		29/03/2011	\$12,500	2/08/2011		2/08/2011	1:39:00 PM	2. Happiness / Satisfaction	8/08/2011	8/08/2011	Building & Contents	\$93,710.29	\$43,000.00	\$323,000.00	\$86,000.00	21/09/2011	22/08/2011	21/09/2011	18/03/2011	
		NORTH BOOVAL		14/04/2011	\$2,500	2/08/2011		2/08/2011	2:25:00 PM	4. Relief	9/08/2011	9/08/2011	Building & Contents	\$120,000.00	\$27,000.00	\$290,000.00	\$54,000.00	2/09/2011	2/09/2011	5/09/2011	7/04/2011	
		KARALEE		23/03/2011	\$12,500	2/08/2011		15/08/2011	9:32:00 AM	2. Happiness / Satisfaction	25/08/2011	25/08/2011	Building & Contents	\$54,556.56	\$32,500.00	\$250,000.00	\$65,000.00	31/08/2011	31/08/2011	2/09/2011	18/03/2011	
		NORTH BOOVAL		11/04/2011	\$12,500	2/08/2011		4/08/2011	11:25:00 AM	1. Anger / Dissatisfaction	18/08/2011	18/08/2011	Building & Contents	\$91,400.00	\$38,520.00	\$175,000.00	\$64,000.00	24/08/2011	24/08/2011	24/08/2011	7/04/2011	
		MOORES POCKET		4/04/2011	\$10,000	2/08/2011	3/08/2011	5/08/2011	8:43:00 AM	2. Happiness / Satisfaction	23/08/2011	24/08/2011	Building only	\$167,629.01		\$350,000.00		2/09/2011		2/09/2011	29/03/2011	
		BUNDAMBA				2/08/2011		3/08/2011	12:45:00 PM	2. Happiness / Satisfaction	26/08/2011	26/08/2011	Contents only		\$25,000.00		\$31,000.00		9/09/2011	9/09/2011	18/03/2011	
		TIVOLI		22/03/2011	\$12,500	2/08/2011		4/08/2011	10:42:00 AM	2. Happiness / Satisfaction	19/08/2011	19/08/2011	Building & Contents	\$38,388.17	\$25,000.00	\$323,000.00	\$33,000.00	23/08/2011	23/08/2011	23/08/2011	18/03/2011	
		NORTH BOOVAL		24/03/2011	\$12,500	2/08/2011	4/08/2011	4/08/2011	3:40:00 PM	2. Happiness / Satisfaction	25/08/2011	25/08/2011	Building & Contents		\$20,000.00	\$209,000.00	\$70,000.00		16/09/2011		18/03/2011	
		KARALEE		4/04/2011	\$12,500	2/08/2011		5/08/2011	9:00:00 AM	5. Disbelief	23/08/2011	23/08/2011	Building & Contents	\$63,255.03	\$25,000.00	\$250,000.00	\$19,000.00	2/09/2011	2/09/2011	2/09/2011	29/03/2011	
		BUNDAMBA		23/03/2011	\$12,500	2/08/2011		3/08/2011	12:30:00 PM	2. Happiness / Satisfaction	15/08/2011	15/08/2011	Building & Contents		\$54,000.00	\$323,000.00	\$108,000.00		23/08/2011		18/03/2011	
		BUNDAMBA				2/08/2011		3/08/2011	2:12:00 PM	2. Happiness / Satisfaction	29/08/2011	29/08/2011	Building only			\$196,000.00					15/04/2011	
	WOODEND		6/04/2011	\$10,000	2/08/2011		3/08/2011	4:00:00 PM	3. No Clear Emotion	16/08/2011	16/08/2011	Building only			\$275,000.00					29/03/2011		
	NORTH BOOVAL				2/08/2011		3/08/2011	11:00:00 AM	3. No Clear Emotion	8/08/2011	8/08/2011	Contents only					\$55,000.00				7/04/2011	
	NORTH IPSWICH		3/05/2011	\$2,500	2/08/2011		3/08/2011	9:30:00 AM	5. Disbelief	12/08/2011	12/08/2011	Contents only		\$16,370.00		\$33,000.00		15/08/2011	15/08/2011	15/04/2011		
	BRASSALL				2/08/2011		3/08/2011	8:47:00 AM	2. Happiness / Satisfaction	9/08/2011	9/08/2011	Building & Contents	\$30,983.81	\$35,702.00	\$315,000.00	\$129,000.00	23/08/2011	10/08/2011	9/09/2011	18/03/2011		
	TIVOLI		23/03/2011	\$12,500	2/08/2011		3/08/2011	5:00:00 PM	2. Happiness / Satisfaction	16/08/2011	16/08/2011	Building & Contents	\$24,963.60	\$25,000.00	\$348,000.00	\$36,000.00	19/08/2011	19/08/2011	8/09/2011	18/03/2011		
	TIVOLI		1/04/2011	\$12,500	2/08/2011		4/08/2011	11:32:00 AM	2. Happiness / Satisfaction	22/08/2011	22/08/2011	Building & Contents	\$28,131.00	\$25,000.00	\$319,000.00	\$43,700.00	24/08/2011	24/08/2011		18/03/2011		
	BARELLAN POINT		22/03/2011	\$2,500	2/08/2011		3/08/2011	1:40:00 PM	2. Happiness / Satisfaction	19/08/2011	19/08/2011	Contents only		\$33,500.00		\$55,000.00		24/08/2011	31/08/2011	18/03/2011		
	EAST IPSWICH		27/04/2011	\$12,500	2/08/2011		3/08/2011	1:20:00 PM	2. Happiness / Satisfaction	15/08/2011	15/08/2011	Building & Contents		\$17,779.60	\$269,000.00	\$86,000.00		16/08/2011		15/04/2011		
	WEST IPSWICH		22/03/2011	\$12,500	2/08/2011		4/08/2011	1:05:00 PM	3. No Clear Emotion	12/08/2011	12/08/2011	Building & Contents	\$82,391.10	\$45,500.00	\$197,000.00	\$91,000.00	7/09/2011	15/08/2011	22/09/2011	18/03/2011		
	TIVOLI		6/04/2011	\$12,500	2/08/2011		2/08/2011	2:45:00 PM	3. No Clear Emotion	8/08/2011	8/08/2011	Building & Contents	\$151,500.00	\$76,000.00	\$277,000.00	\$152,000.00	10/08/2011	10/08/2011	10/08/2011	18/03/2011		
	BUNDAMBA		5/04/2011	\$12,500	2/08/2011		2/08/2011	2:40:00 PM	3. No Clear Emotion	9/08/2011	9/08/2011	Building & Contents	\$104,913.27	\$31,700.00	\$215,000.00	\$64,000.00	1/09/2011	10/08/2011	1/09/2011	18/03/2011		
	BUNDAMBA				2/08/2011		3/08/2011	2:55:00 PM	2. Happiness / Satisfaction	16/08/2011	16/08/2011	No cash settlement	\$1,750.00		\$253,000.00					29/03/2011		
	KARALEE		22/03/2011	\$12,500	2/08/2011		4/08/2011	12:40:00 PM	2. Happiness / Satisfaction	26/08/2011	26/08/2011	Building & Contents	\$183,465.00	\$51,070.00	\$375,000.00	\$136,000.00	8/09/2011	8/09/2011	8/09/2011	18/03/2011		
	BUNDAMBA		31/03/2011	\$12,500	2/08/2011		3/08/2011	2:35:00 PM	2. Happiness / Satisfaction	16/08/2011	16/08/2011	Building & Contents	\$150,259.80	\$54,000.00	\$307,000.00	\$108,000.00	5/09/2011	18/08/2011	5/09/2011	18/03/2011		
	BASIN POCKET		5/04/2011	\$12,500	2/08/2011		3/08/2011	3:45:00 PM	3. No Clear Emotion	15/08/2011	15/08/2011	Building & Contents	\$54,810.00	\$31,210.00	\$165,000.00	\$70,000.00	16/08/2011	16/08/2011	16/08/2011	29/03/2011		
	BOOVAL		21/03/2011	\$12,500	2/08/2011		4/08/2011	5:50:00 PM	2. Happiness / Satisfaction	23/08/2011	23/08/2011	Building & Contents	\$68,017.84	\$15,725.96	\$242,000.00	\$69,000.00	16/09/2011	25/08/2011	16/09/2011	18/03/2011		
	BARELLAN POINT		22/03/2011	\$2,500	2/08/2011		2/08/2011	1:35:00 PM	2. Happiness / Satisfaction	11/08/2011	11/08/2011	Contents only		\$30,000.00		\$60,000.00		16/08/2011	16/08/2011	18/03/2011		
	BASIN POCKET		18/04/2011	\$12,500	2/08/2011	3/08/2011	3/08/2011	4:15:00 PM	4. Relief	17/08/2011	17/08/2011	Building & Contents	\$20,806.00	\$13,000.00	\$178,000.00	\$13,000.00	23/08/2011	23/08/2011	23/08/2011	15/04/2011		
	NORTH BOOVAL		24/03/2011	\$12,500	2/08/2011		4/08/2011	2:25:00 PM	2. Happiness / Satisfaction	19/08/2011	19/08/2011	No cash settlement										

Claim Details				Compensation Fund		Claim Progress Details															
Claim Number	Customer	LossCity	RISKADDRESSLINE1	Date	Paid	Letter Sent Date	If Initially Unable to Contact Message Left - Date	Successful Telephone Contact Date	Successful Telephone Contact Time	Customer Reaction	Date Assessment Scheduled	Assessment Completed	Cash Settled Offered & Accepted	Total Claim Amount - Building	Total Claim Amount - Contents	Sum Insured - Building	Sum Insured - Contents	Building Settlement Date	Contents Settlement Date	Date Claim Closed	Original Decision Date
		NORTH BOOVAL		27/04/2011	\$10,000	2/08/2011		2/08/2011	4:30:00 PM	2. Happiness / Satisfaction	11/08/2011	11/08/2011	Building only			\$312,000.00					15/04/2011
		MOORES POCKET		24/03/2011	\$12,500	2/08/2011		4/08/2011	9:10:00 AM	2. Happiness / Satisfaction	22/08/2011	22/08/2011	Building & Contents	\$40,678.28	\$25,000.00	\$420,000.00	\$33,000.00	24/08/2011	24/08/2011		18/03/2011
		BRASSALL		6/05/2011	\$2,500	2/08/2011		3/08/2011	12:14:00 PM	2. Happiness / Satisfaction	9/08/2011	9/08/2011	Contents only		\$15,720.00	\$0.00	\$54,000.00		10/08/2011	10/08/2011	15/04/2011
		NORTH BOOVAL		28/04/2011	\$7,500	2/08/2011		5/08/2011	12:45:00 PM	2. Happiness / Satisfaction	26/08/2011	26/08/2011	Building & Contents	\$87,500.00	\$29,500.00	\$175,000.00	\$59,000.00	29/08/2011	29/08/2011	30/08/2011	15/04/2011
		NORTH BOOVAL		20/04/2011	\$12,500	2/08/2011		3/08/2011	1:45:00 PM	4. Relief	15/08/2011	15/08/2011	Building & Contents		\$25,000.00	\$265,000.00	\$33,000.00		1/09/2011		7/04/2011
		EAST IPSWICH		8/04/2011	\$12,500	2/08/2011		3/08/2011	10:00:00 AM	4. Relief	15/08/2011	15/08/2011	Building & Contents	\$95,738.28	\$13,196.02	\$189,000.00	\$104,000.00	13/09/2011	13/09/2011	22/09/2011	7/04/2011
		EAST IPSWICH		22/03/2011	\$12,500	2/08/2011		4/08/2011	3:50:00 PM	2. Happiness / Satisfaction	23/08/2011	23/08/2011	Building & Contents			\$330,000.00	\$120,000.00				18/03/2011
		NORTH BOOVAL				2/08/2011		8/08/2011	10:30:00 AM	3. No Clear Emotion	8/08/2011	8/08/2011	No cash settlement			\$430,000.00				8/08/2011	15/04/2011
		BUNDAMBA		2/08/2011		2/08/2011		3/08/2011	11:40:00 AM	3. No Clear Emotion	15/08/2011	15/08/2011	Building & Contents	\$50,555.81	\$19,692.00	\$262,000.00	\$97,000.00	18/08/2011	18/08/2011	22/08/2011	18/03/2011
		BASIN POCKET		21/03/2011	\$2,500	2/08/2011	3/08/2011	3/08/2011	7:12:00 AM	2. Happiness / Satisfaction	10/08/2011	10/08/2011	Contents only		\$11,642.00		\$64,000.00		12/08/2011	12/08/2011	18/03/2011
		RIVERVIEW		3/05/2011	\$12,500	2/08/2011		4/08/2011	1:40:00 PM	2. Happiness / Satisfaction	29/08/2011	29/08/2011	Building & Contents	\$88,500.00	\$238,000.00	\$177,000.00	\$177,000.00		2/09/2011		15/04/2011
		BARELLAN POINT		22/03/2011	\$12,500	2/08/2011		3/08/2011	1:15:00 PM	4. Relief	19/08/2011	19/08/2011	Building & Contents	\$137,530.30	\$64,369.70	\$391,000.00	\$141,000.00	26/08/2011	26/08/2011	26/08/2011	18/03/2011
		KARALEE		6/05/2011	\$12,500	2/08/2011		4/08/2011	8:40:00 AM	2. Happiness / Satisfaction	24/08/2011	24/08/2011	Building & Contents	\$113,469.00	\$37,500.00	\$301,000.00	\$75,000.00	5/09/2011	5/09/2011	14/09/2011	15/04/2011
		MOORES POCKET		21/04/2011	\$12,500	2/08/2011		4/08/2011	12:20:00 PM	2. Happiness / Satisfaction	25/08/2011	25/08/2011	Building & Contents	\$32,350.36	\$15,478.50	\$157,000.00	\$85,000.00	6/09/2011	6/09/2011	6/09/2011	15/04/2011
		MOORES POCKET				2/08/2011		4/08/2011	11:45:00 AM	2. Happiness / Satisfaction	23/08/2011	23/08/2011	Building & Contents	\$2,627.97	\$21,795.00	\$215,000.00	\$65,000.00	25/08/2011	25/08/2011	25/08/2011	15/04/2011
		TIVOLI		22/03/2011	\$12,500	2/08/2011		4/08/2011	11:49:00 AM	2. Happiness / Satisfaction	24/08/2011	24/08/2011	Building & Contents		\$35,500.00	\$194,000.00	\$71,000.00		29/08/2011		18/03/2011
		NORTH BOOVAL		13/04/2011	\$2,500	2/08/2011		3/08/2011	9:10:00 AM	2. Happiness / Satisfaction	12/08/2011	12/08/2011	Contents only		\$27,000.00		\$54,000.00		16/08/2011	16/08/2011	7/04/2011
		MOORES POCKET		24/03/2011	\$12,500	2/08/2011		4/08/2011	10:05:00 AM	1. Anger / Dissatisfaction	23/08/2011	23/08/2011	Contents only		\$48,000.00	\$257,000.00	\$96,000.00		25/08/2011		18/03/2011
		NORTH BOOVAL		13/04/2011	\$10,000	2/08/2011		4/08/2011	1:00:00 PM	4. Relief	18/08/2011	18/08/2011	Building & Contents		\$35,000.00	\$265,000.00	\$70,000.00		19/08/2011		7/04/2011
		NORTH BOOVAL		27/04/2011	\$10,000	2/08/2011		5/08/2011	8:30:00 AM	2. Happiness / Satisfaction	23/08/2011	23/08/2011	Building only	\$117,500.00		\$227,000.00		1/09/2011		8/09/2011	15/04/2011
		NORTH BOOVAL		28/04/2011	\$2,500	2/08/2011		4/08/2011	2:30:00 PM	3. No Clear Emotion	4/08/2011	4/08/2011	Contents only		\$8,080.00		\$64,000.00		24/08/2011	24/08/2011	15/04/2011
		NORTH BOOVAL		12/04/2011	\$10,000	2/08/2011		3/08/2011	3:15:00 PM	3. No Clear Emotion	15/08/2011	15/08/2011	Building only	\$80,500.00		\$161,000.00		12/09/2011			7/04/2011
		BASIN POCKET		21/04/2011	\$12,500	2/08/2011		2/08/2011	3:15:00 PM	5. Disbelief	9/08/2011	9/08/2011	Building & Contents	\$60,378.00	\$22,000.00	\$312,000.00	\$21,000.00	11/08/2011	11/08/2011	12/08/2011	21/04/2011
		BOOVAL				2/08/2011	4/08/2011	4/08/2011	4:40:00 PM	4. Relief	25/08/2011	25/08/2011	Building & Contents	\$1,703.00	\$10,379.00	\$152,000.00	\$60,000.00	30/08/2011	30/08/2011	30/08/2011	7/04/2011
		BUNDAMBA		13/04/2011	\$12,500	2/08/2011		4/08/2011	8:20:00 AM	2. Happiness / Satisfaction	16/08/2011	16/08/2011	Building & Contents	\$97,500.00	\$40,000.00	\$195,000.00	\$80,000.00	19/08/2011	19/08/2011	22/08/2011	18/03/2011
		KARALEE		19/04/2011	\$12,500	2/08/2011		4/08/2011	10:00:00 AM	2. Happiness / Satisfaction	22/08/2011	22/08/2011	Building & Contents	\$142,240.07	\$54,200.00	\$323,000.00	\$108,000.00	2/09/2011	2/09/2011	20/09/2011	18/03/2011
		NORTH BOOVAL				2/08/2011		9/08/2011	8:37:00 AM	3. No Clear Emotion	9/08/2011	9/08/2011	No cash settlement			\$0.00	\$82,000.00		9/08/2011		15/04/2011
		KARALEE		27/04/2011	\$12,500	2/08/2011		2/08/2011	4:00:00 PM	2. Happiness / Satisfaction	12/08/2011	12/08/2011	Building & Contents	\$102,269.36	\$45,000.00	\$530,000.00	\$90,000.00	22/08/2011	22/08/2011	22/08/2011	21/04/2011
		BRASSALL		12/04/2011	\$2,500	2/08/2011		2/08/2011	2:36:00 PM	4. Relief	8/08/2011	8/08/2011	Contents only		\$25,000.00		\$25,000.00		9/08/2011	9/08/2011	7/04/2011
		KARALEE		27/04/2011	\$12,500	2/08/2011		4/08/2011	2:20:00 PM	2. Happiness / Satisfaction	23/08/2011	23/08/2011	Building & Contents	\$81,016.80	\$36,500.00	\$227,000.00	\$73,000.00	29/08/2011	29/08/2011	30/08/2011	21/04/2011
		EAST IPSWICH		13/04/2011	\$12,500	2/08/2011		3/08/2011	12:37:00 PM	4. Relief	11/08/2011	11/08/2011	Building & Contents	\$114,085.95	\$40,000.00	\$246,000.00	\$80,000.00	8/09/2011	12/08/2011		18/03/2011
		NORTH IPSWICH		22/03/2011	\$12,500	2/08/2011		3/08/2011	1:25:00 PM	2. Happiness / Satisfaction	9/08/2011	9/08/2011	Building & Contents	\$46,105.00	\$26,067.00	\$322,000.00	\$116,000.00	12/08/2011	12/08/2011	16/08/2011	18/03/2011
		NORTH BOOVAL		28/04/2011	\$12,500	2/08/2011		4/08/2011	4:32:00 PM	2. Happiness / Satisfaction	24/08/2011	24/08/2011	Building & Contents	\$91,200.00	\$23,075.00	\$174,000.00	\$116,000.00	7/09/2011	7/09/2011	9/09/2011	15/04/2011
		NORTH BOOVAL		24/03/2011	\$2,500	2/08/2011		3/08/2011	2:14:00 AM	2. Happiness / Satisfaction	12/08/2011	12/08/2011	Contents only		\$20,000.00		\$20,000.00		16/08/2011	16/08/2011	18/03/2011
		TIVOLI		22/03/2011	\$12,500	2/08/2011		2/08/2011	10:00:00 AM	3. No Clear Emotion	8/08/2011	8/08/2011	Building & Contents			\$404,000.00					18/03/2011
		NORTH BOOVAL		14/04/2011	\$12,500	2/08/2011		3/08/2011	11:45:00 AM	5. Disbelief	29/08/2011	29/08/2011	Building & Contents	\$70,880.02	\$22,700.00	\$255,000.00	\$31,000.00	20/09/2011	30/08/2011		7/04/2011
		MOORES POCKET		6/04/2011	\$2,500	2/08/2011		4/08/2011	1:55:00 PM	3. No Clear Emotion	4/08/2011	4/08/2011	Contents only		\$40,000.00		\$79,000.00		10/08/2011	11/08/2011	29/03/2011
		RIVERVIEW		20/04/2011	\$12,500	2/08/2011		4/08/2011	1:25:00 PM	4. Relief	29/08/2011	29/08/2011	Building & Contents	\$91,200.00	\$50,000.00	\$400,000.00	\$100,000.00	8/09/2011	8/09/2011	8/09/2011	15/04/2011
		BOOVAL		27/04/2011	\$12,500	2/08/2011		3/08/2011	9:00:00 AM	2. Happiness / Satisfaction	10/08/2011	10/08/2011	Building & Contents	\$40,111.95	\$47,500.00	\$224,000.00	\$95,000.00	11/08/2011	11/08/2011		15/04/2011
		TIVOLI		23/03/2011	\$12,500	2/08/2011		3/08/2011	4:40:00 PM	2. Happiness / Satisfaction	18/08/2011	18/08/2011	Building & Contents	\$34,104.80	\$25,000.00	\$275,000.00	\$26,000.00	22/08/2011	22/08/2011	22/08/2011	18/03/2011
		MOORES POCKET				2/08/2011		5/08/2011	4:32:00 PM	2. Happiness / Satisfaction	11/08/2011	11/08/2011	Building & Contents	\$420.00	\$7,480.00	\$207,000.00	\$51,000.00	12/08/2011	12/08/2011	12/08/2011	29/03/2011
		LEIGHHARDT		4/04/2011	\$12,500	2/08/2011		3/08/2011	9:30:00 AM	4. Relief	10/08/2011	10/08/2011	Building & Contents	\$35,470.84	\$25,000.00	\$250,000.00	\$50,000.00	1/09/2011	11/08/2011		29/03/2011
		BRASSALL		22/03/2011	\$2,500	2/08/2011		4/08/2011	10:53:00 AM	4. Relief	18/08/2011	18/08/2011	Contents only		\$25,000.00		\$49,000.00		19/08/2011	19/08/2011	18/03/2011
		NORTH BOOVAL		12/04/2011	\$12,500	2/08/2011		2/08/2011	3:50:00 PM	1. Anger / Dissatisfaction	8/08/2011	8/08/2011	Building & Contents	\$203,000.00	\$39,500.00	\$406,000.00	\$79,000.00	8/08/2011	8/08/2011	11/08/2011	7/04/2011
		NORTH IPSWICH		27/04/2011	\$12,500	2/08/2011		3/08/2011	8:55:00 AM	2. Happiness / Satisfaction	12/08/2011	12/08/2011	Building & Contents	\$4,644.00	\$25,500.00	\$248,000.00	\$43,000.00	15/08/2011	15/08/2011	16/08/2011	15/04/2011
		NORTH BOOVAL		29/04/2011	\$12,500	2/08/2011		4/08/2011	2:10:00 AM	2. Happiness / Satisfaction	23/08/2011	23/08/2011	Building & Contents		\$50,000.00	\$250,000.00	\$100,000.00		2/09/2011		7/04/2011
		KARALEE		21/04/2011	\$12,500	2/08/2011		4/08/2011	12:00:00 AM	2. Happiness / Satisfaction	25/08/2011	25/08/2011	Building & Contents	\$76,550.00	\$25,000.00	\$242,000.00	\$25,000.00	30/08/2011	30/08/2011	30/08/2011	15/04/2011
		NORTH BOOVAL		12/04/2011	\$2,500	2/08/2011		4/08/2011	1:10:00 PM	2. Happiness / Satisfaction	19/08/2011	19/08/2011	Contents only		\$4,018.00		\$20,000.00		22/08/2011	22/08/2011	7/04/2011
		BRASSALL		29/04/2011	\$2,500	2/08/2011		3/08/2011	10:30:00 AM	3. No Clear Emotion	9/08/2011	9/08/2011	Contents only		\$10,300.00	\$0.00	\$15,000.00		10/08/2011	10/08/2011	15/04/2011
		TIVOLI		24/03/2011	\$12,500	2/08/2011		4/08/2011	9:00:00 AM	2. Happiness / Satisfaction	22/08/2011	22/08/20									

Claim Details			Compensation Fund			Claim Progress Details																	
Claim Number	Customer	LossCity	RISKADDRESSLINE1	Date	Paid	Letter Sent Date	If Initially Unable to Contact Message Left - Date	Successful Telephone Contact Date	Successful Telephone Contact Time	Customer Reaction	Date Assessment Scheduled	Assessment Completed	Cash Settled Offered & Accepted	Total Claim Amount - Building	Total Claim Amount - Contents	Sum Insured - Building	Sum Insured - Contents	Building Settlement Date	Contents Settlement Date	Date Claim Closed	Original Decision Date		
	WEST IPSWICH					2/08/2011		4/08/2011	12:00:00 PM	2. Happiness / Satisfaction	25/08/2011	25/08/2011	Building & Contents		\$225.90	\$157,000.00	\$51,000.00		29/08/2011		18/03/2011		
	BUNDAMBA			23/03/2011	\$12,500	2/08/2011		2/08/2011	4:35:00 PM	4. Relief	9/08/2011	9/08/2011	Building & Contents	\$69,500.00	\$29,500.00	\$139,000.00	\$59,000.00	1/09/2011	1/09/2011		18/03/2011		
	NORTH BOOVAL			11/04/2011	\$12,500	2/08/2011		4/08/2011	10:00:00 AM	4. Relief	16/08/2011	16/08/2011	Building & Contents	\$35,309.77	\$7,522.00	\$136,000.00	\$42,000.00	1/09/2011	1/09/2011	5/09/2011	7/04/2011		
	NORTH IPSWICH					2/08/2011		3/08/2011	8:50:00 AM	4. Relief	11/08/2011	11/08/2011	Building & Contents	\$3,200.00	\$19,532.98	\$323,000.00	\$76,000.00	12/08/2011	12/08/2011	18/08/2011	15/04/2011		
	EAST IPSWICH			1/04/2011	\$12,500	2/08/2011		3/08/2011	11:50:00 AM	1. Anger / Dissatisfaction	15/08/2011	15/08/2011	Building & Contents	\$121,300.00	\$25,000.00	\$215,000.00	\$45,000.00	8/09/2011	16/08/2011		18/03/2011		
	BUNDAMBA					2/08/2011		4/08/2011	9:55:00 AM	3. No Clear Emotion	24/08/2011	24/08/2011	Building only			\$325,000.00					7/04/2011		
	KARALEE			7/04/2011	\$2,500	2/08/2011		3/08/2011	10:30:00 AM	2. Happiness / Satisfaction	17/08/2011	17/08/2011	Contents only		\$25,000.00		\$50,000.00		22/08/2011	22/08/2011	18/03/2011		
	BUNDAMBA						2/08/2011		3/08/2011	11:00:00 AM	1. Anger / Dissatisfaction	15/08/2011	15/08/2011	Contents only				\$36,000.00				29/03/2011	
	BRASSALL			4/05/2011	\$12,500	2/08/2011		2/08/2011	5:15:00 PM	2. Happiness / Satisfaction	8/08/2011	8/08/2011	Building & Contents	\$60,685.40	\$25,000.00	\$290,000.00	\$47,000.00	9/08/2011	9/08/2011	9/08/2011	15/04/2011		
	NORTH BOOVAL			28/04/2011	\$10,000	2/08/2011	5/08/2011	5/08/2011	12:15:00 PM	4. Relief	26/08/2011	26/08/2011	Building only	\$60,695.00		\$238,000.00		30/08/2011		1/09/2011	15/04/2011		
	LEICHHARDT					2/08/2011		3/08/2011	4:45:00 PM	4. Relief	17/08/2011	17/08/2011	Contents only		\$3,500.00		\$22,000.00		17/08/2011	17/08/2011	18/03/2011		
	NORTH BOOVAL			20/04/2011	\$7,500	2/08/2011		3/08/2011	4:00:00 PM	2. Happiness / Satisfaction	15/08/2011	15/08/2011	Building & Contents	\$85,200.00	\$25,000.00	\$153,000.00	\$39,000.00	18/08/2011	18/08/2011	22/08/2011	15/04/2011		
	MOORES POCKET			31/03/2011	\$12,500	2/08/2011	4/08/2011	4/08/2011	2:45:00 PM	2. Happiness / Satisfaction	26/08/2011	26/08/2011	Building & Contents		\$25,000.00	\$297,000.00	\$50,000.00		6/09/2011		29/03/2011		
	BUNDAMBA			11/04/2011	\$12,500	2/08/2011		3/08/2011	9:45:00 AM	2. Happiness / Satisfaction	11/08/2011	11/08/2011	Building & Contents	\$32,124.81	\$35,000.00	\$260,000.00	\$70,000.00	12/08/2011	12/08/2011	12/08/2011	18/03/2011		
	NORTH BOOVAL			13/04/2011	\$2,500	2/08/2011		4/08/2011	4:54:00 PM	5. Disbelief	24/08/2011	24/08/2011	Contents only		\$25,000.00		\$35,000.00		25/08/2011	25/08/2011	7/04/2011		
	NORTH BOOVAL						2/08/2011		3/08/2011	10:30:00 AM	2. Happiness / Satisfaction	10/08/2011	10/08/2011	Contents only		\$1,135.00		\$22,000.00		11/08/2011	11/08/2011	15/04/2011	
	NORTH IPSWICH			28/04/2011	\$12,500	2/08/2011		3/08/2011	10:10:00 AM	1. Anger / Dissatisfaction	24/08/2011	24/08/2011	Building & Contents	\$3,650.00	\$9,017.00	\$269,000.00	\$69,000.00	25/08/2011	25/08/2011	26/08/2011	15/04/2011		
	EAST IPSWICH						2/08/2011		4/08/2011	12:52:00 PM	4. Relief	15/08/2011	15/08/2011	Contents only		\$4,000.00	\$0.00	\$59,000.00		15/08/2011	16/08/2011	29/03/2011	
	NORTH IPSWICH			22/03/2011	\$2,500	2/08/2011		3/08/2011	11:35:00 AM	2. Happiness / Satisfaction	15/08/2011	15/08/2011	Contents only		\$7,764.00		\$33,000.00		18/08/2011	18/08/2011	18/03/2011		
	BUNDAMBA					21/03/2011	\$12,500	2/08/2011		2/08/2011	4:25:00 PM	2. Happiness / Satisfaction	9/08/2011	9/08/2011	Building & Contents	\$80,500.00	\$40,500.00	\$161,000.00	\$81,000.00	10/08/2011	20/09/2011	20/09/2011	18/03/2011
	TIVOLI			12/05/2011	\$12,500	2/08/2011		3/08/2011	4:45:00 PM	2. Happiness / Satisfaction	16/08/2011	16/08/2011	Building & Contents		\$25,000.00	\$430,000.00	\$43,000.00		23/08/2011		10/05/2011		
	MOORES POCKET						2/08/2011		4/08/2011	10:50:00 AM	2. Happiness / Satisfaction	23/08/2011	23/08/2011	Building & Contents	\$10,293.70	\$10,240.00	\$228,000.00	\$34,000.00	25/08/2011	25/08/2011	25/08/2011	18/03/2011	
	BUNDAMBA			22/03/2011	\$2,500	2/08/2011		3/08/2011	8:45:00 AM	2. Happiness / Satisfaction	10/08/2011	10/08/2011	Contents only		\$8,000.00		\$16,000.00		12/08/2011	12/08/2011	18/03/2011		
	TIVOLI			28/04/2011	\$2,500	2/08/2011	3/08/2011	3/08/2011	3:15:00 PM	3. No Clear Emotion	12/08/2011	12/08/2011	Contents only		\$22,000.00		\$38,000.00		15/08/2011	15/08/2011	15/04/2011		
	NORTH BOOVAL			27/04/2011	\$12,500	2/08/2011		4/08/2011	10:40:00 AM	2. Happiness / Satisfaction	16/08/2011	16/08/2011	Building & Contents	\$112,613.23	\$38,000.00	\$400,000.00	\$71,000.00	15/09/2011	15/09/2011		15/04/2011		
	TIVOLI						2/08/2011		2/08/2011	10:40:00 AM	3. No Clear Emotion	10/08/2011	10/08/2011	Building & Contents			\$348,000.00	\$117,000.00				15/04/2011	
	NORTH BOOVAL			20/04/2011	\$12,500	2/08/2011		4/08/2011	3:29:00 PM	2. Happiness / Satisfaction	22/08/2011	22/08/2011	Building & Contents	\$115,500.00	\$27,500.00	\$231,000.00	\$55,000.00	6/09/2011	23/08/2011	8/09/2011	15/04/2011		
	NORTH IPSWICH						2/08/2011		3/08/2011	11:15:00 AM	2. Happiness / Satisfaction	12/08/2011	12/08/2011	Building & Contents	\$39,633.25	\$26,821.00	\$350,000.00	\$110,000.00	15/08/2011	15/08/2011	15/08/2011	15/04/2011	
	BUNDAMBA			23/03/2011	\$12,500	2/08/2011		2/08/2011	2:45:00 PM	3. No Clear Emotion	9/08/2011	9/08/2011	Building & Contents	\$160,312.45	\$17,430.00	\$536,000.00	\$103,000.00	24/08/2011	24/08/2011	26/08/2011	18/03/2011		
	TIVOLI			23/03/2011	\$12,500	2/08/2011		4/08/2011	11:18:00 AM	2. Happiness / Satisfaction	19/08/2011	19/08/2011	Building & Contents	\$28,012.81	\$25,000.00	\$301,000.00	\$50,000.00	23/08/2011	23/08/2011		18/03/2011		
	NORTH IPSWICH						2/08/2011		3/08/2011	9:50:00 AM	3. No Clear Emotion	11/08/2011	11/08/2011	Building only	\$4,952.14		\$261,000.00		7/09/2011		7/09/2011	29/03/2011	
	BUNDAMBA			4/04/2011	\$12,500	2/08/2011		2/08/2011	3:45:00 PM	4. Relief	8/08/2011	8/08/2011	Building & Contents	\$145,000.00	\$58,400.00	\$290,000.00	\$108,000.00	21/09/2011	10/08/2011	21/09/2011	29/03/2011		
	BRASSALL			29/04/2011	\$12,500	2/08/2011		3/08/2011	10:00:00 AM	2. Happiness / Satisfaction	9/08/2011	9/08/2011	Building & Contents	\$101,008.84	\$32,500.00	\$412,000.00	\$65,000.00	13/09/2011	10/08/2011	22/09/2011	15/04/2011		
	MOORES POCKET			19/04/2011	\$12,500	2/08/2011		4/08/2011	11:00:00 AM	4. Relief	8/09/2011	8/09/2011	Building & Contents	\$46,325.65	\$59,500.00	\$258,000.00	\$119,000.00	8/09/2011	8/09/2011	8/09/2011	18/03/2011		
	NORTH BOOVAL			11/04/2011	\$2,500	2/08/2011	3/08/2011	5/08/2011	12:05:00 PM	5. Disbelief	26/08/2011	26/08/2011	Contents only		\$24,610.00		\$65,000.00		29/08/2011	30/08/2011	7/04/2011		
	NORTH BOOVAL			12/04/2011	\$12,500	2/08/2011	4/08/2011	4/08/2011	1:20:00 PM	2. Happiness / Satisfaction	22/08/2011	22/08/2011	Building & Contents	\$14,468.25	\$25,000.00	\$133,000.00	\$50,000.00	1/09/2011	23/08/2011	2/09/2011	7/04/2011		
	NORTH BOOVAL			22/03/2011	\$10,000	2/08/2011	4/08/2011	5/08/2011	9:20:00 AM	2. Happiness / Satisfaction	24/08/2011	24/08/2011	Building only	\$66,331.70		\$256,000.00		1/09/2011		5/09/2011	18/03/2011		
	MOORES POCKET			22/03/2011	\$12,500	2/08/2011		4/08/2011	11:25:00 AM	3. No Clear Emotion	23/08/2011	17/08/2011	Building & Contents	\$38,575.23	\$38,750.00	\$245,000.00	\$77,500.00	19/08/2011	19/08/2011	19/08/2011	18/03/2011		
	NORTH BOOVAL			28/04/2011	\$2,500	2/08/2011	4/08/2011	4/08/2011	3:15:00 PM	2. Happiness / Satisfaction	19/08/2011	19/08/2011	Contents only		\$20,019.00		\$42,000.00		22/08/2011	22/08/2011	15/04/2011		
	WOODEND						2/08/2011		3/08/2011	2:50:00 PM	4. Relief	10/08/2011	10/08/2011	Building & Contents	\$46,861.49	\$6,000.00	\$269,000.00	\$14,000.00	6/09/2011	11/08/2011		18/03/2011	
	BOOVAL			16/05/2011	\$12,500	2/08/2011		3/08/2011	12:45:00 PM	4. Relief	11/08/2011	11/08/2011	Building & Contents			\$142,000.00	\$15,000.00					18/03/2011	
	WEST IPSWICH			20/06/2011	\$12,500	2/08/2011		5/08/2011	10:40:00 AM	4. Relief	26/08/2011	26/08/2011	Building & Contents	\$97,445.44	\$13,000.00	\$225,000.00	\$13,000.00	30/08/2011	30/08/2011	1/09/2011	18/03/2011		
	EAST IPSWICH			29/03/2011	\$12,500	2/08/2011																	

Claim Details				Compensation Fund		Claim Progress Details															
Claim Number	Customer	LossCity	RISKADDRESSLINE1	Date	Paid	Letter Sent Date	If Initially Unable to Contact Message Left - Date	Successful Telephone Contact Date	Successful Telephone Contact Time	Customer Reaction	Date Assessment Scheduled	Assessment Completed	Cash Settled Offered & Accepted	Total Claim Amount - Building	Total Claim Amount - Contents	Sum Insured - Building	Sum Insured - Contents	Building Settlement Date	Contents Settlement Date	Date Claim Closed	Original Decision Date
		EAST IPSWICH		5/04/2011	\$12,500	2/08/2011		4/08/2011	3:50:00 PM	2. Happiness / Satisfaction	22/08/2011	22/08/2011	Building & Contents	\$83,570.88	\$25,000.00	\$312,000.00	\$30,000.00	24/08/2011	24/08/2011	24/08/2011	29/03/2011
		TIVOLI		6/04/2011	\$12,500	2/08/2011		4/08/2011	10:10:00 AM	2. Happiness / Satisfaction	18/08/2011	18/08/2011	No cash settlement	\$31,418.38	\$39,995.25	\$377,000.00	\$82,000.00		23/08/2011		29/03/2011
		LEICHHARDT				2/08/2011		3/08/2011	3:58:00 PM	4. Relief	3/08/2011	3/08/2011	Contents only		\$2,127.00		\$97,000.00		23/08/2011	23/08/2011	15/04/2011
		TIVOLI		1/04/2011	\$12,500	2/08/2011		3/08/2011	4:25:00 PM	2. Happiness / Satisfaction	16/08/2011	16/08/2011	Building & Contents		\$11,266.21	\$307,000.00	\$76,000.00		24/08/2011		29/03/2011
		NORTH BOOVAL		5/05/2011	\$12,500	2/08/2011		5/08/2011	9:00:00 AM	2. Happiness / Satisfaction	23/08/2011	23/08/2011	Building & Contents	\$134,500.00	\$31,000.00	\$269,000.00	\$62,000.00	20/09/2011	20/09/2011		15/04/2011
		WEST IPSWICH		1/03/2011	\$12,500	2/08/2011		4/08/2011	9:20:00 AM	4. Relief	12/08/2011	12/08/2011	No cash settlement	\$2,728.20	\$24,734.00	\$269,000.00	\$136,000.00	2/09/2011	15/08/2011		18/03/2011
		NORTH BOOVAL		9/04/2011	\$10,000	2/08/2011		4/08/2011	2:40:00 PM	2. Happiness / Satisfaction	19/08/2011	19/08/2011	Building only			\$194,000.00					29/03/2011
		EAST IPSWICH		1/04/2011	\$2,500	2/08/2011		5/08/2011	7:12:00 AM	4. Relief	24/08/2011	24/08/2011	Contents only		\$30,000.00		\$60,000.00		29/08/2011	29/08/2011	29/03/2011
		BRASSALL		4/03/2011	\$12,500	2/08/2011		4/08/2011	1:42:00 PM	3. No Clear Emotion	26/08/2011	26/08/2011	Building & Contents	\$30,617.07	\$19,403.00	\$210,000.00	\$70,000.00	19/09/2011	19/09/2011	22/09/2011	18/03/2011
		KARALEE		3/04/2011	\$12,500	2/08/2011		4/08/2011	1:05:00 PM	2. Happiness / Satisfaction	29/08/2011	29/08/2011	Building & Contents	\$127,764.40	\$64,500.00	\$336,000.00	\$129,000.00	6/09/2011	6/09/2011	14/09/2011	7/04/2011
		KARALEE		1/03/2011	\$12,500	2/08/2011		4/08/2011	10:45:00 AM	4. Relief	25/08/2011	25/08/2011	Building & Contents	\$103,802.07	\$16,300.00	\$331,000.00	\$61,000.00	26/08/2011	26/08/2011	26/08/2011	18/03/2011
		TIVOLI		4/04/2011	\$12,500	2/08/2011		3/08/2011	4:55:00 PM	2. Happiness / Satisfaction	18/08/2011	18/08/2011	No cash settlement	\$25,165.00	\$41,500.00	\$315,000.00	\$83,000.00		22/08/2011		29/03/2011
		MOORES POCKET				2/08/2011		4/08/2011	10:00:00 AM	3. No Clear Emotion	4/08/2011	4/08/2011	Building only			\$129,000.00					18/03/2011
		BASIN POCKET				2/08/2011		5/08/2011	9:15:00 AM	4. Relief	23/08/2011	23/08/2011	Contents only		\$8,180.00		\$70,000.00		24/08/2011	24/08/2011	15/04/2011
		EAST IPSWICH		3/04/2011	\$10,000	2/08/2011		3/08/2011	1:25:00 PM	2. Happiness / Satisfaction	11/08/2011	11/08/2011	Building & Contents	\$88,880.00	\$8,189.00	\$161,000.00	\$31,000.00	7/09/2011	12/08/2011		18/03/2011
		BUNDAMBA		3/03/2011	\$12,500	2/08/2011		3/08/2011	11:15:00 AM	4. Relief	15/08/2011	15/08/2011	Building & Contents	\$145,500.00	\$27,000.00	\$291,000.00	\$54,000.00	19/08/2011	19/08/2011	19/08/2011	18/03/2011
		KARALEE				2/08/2011		15/08/2011	11:26:00 AM	3. No Clear Emotion	26/08/2011	26/08/2011	Building & Contents		\$32,500.00	\$323,000.00	\$65,000.00		6/09/2011		29/03/2011
		TIVOLI		2/03/2011	\$12,500	2/08/2011		4/08/2011	10:20:00 AM	3. No Clear Emotion	22/08/2011	22/08/2011	Building & Contents	\$33,200.00	\$51,500.00	\$291,000.00	\$103,000.00	25/08/2011	25/08/2011	26/08/2011	18/03/2011
		NORTH BOOVAL		0/04/2011	\$2,500	2/08/2011		3/08/2011	9:50:00 AM	2. Happiness / Satisfaction	9/08/2011	9/08/2011	Contents only		\$25,000.00		\$30,000.00		10/08/2011	10/08/2011	15/04/2011
		BRASSALL		7/04/2011	\$12,500	2/08/2011		2/08/2011	4:33:00 PM	3. No Clear Emotion	8/08/2011	8/08/2011	Building & Contents	\$40,086.73	\$3,900.00	\$178,000.00	\$46,000.00	10/08/2011	10/08/2011	21/04/2011	
		BRASSALL		9/03/2011	\$12,500	2/08/2011		4/08/2011	10:15:00 AM	4. Relief	19/08/2011	19/08/2011	Building & Contents	\$6,080.20	\$208,000.00	\$89,000.00	\$89,000.00		22/08/2011		18/03/2011
		TIVOLI				2/08/2011	3/08/2011	4/08/2011	1:20:00 PM	2. Happiness / Satisfaction	4/08/2011	4/08/2011	Contents only		\$1,600.00	\$0.00	\$25,000.00		12/08/2011	12/08/2011	29/03/2011
		BASIN POCKET		1/04/2011	\$10,000	2/08/2011		5/08/2011	10:00:00 AM	5. Disbelief	24/08/2011	24/08/2011	Building only	\$60,276.33		\$169,000.00		14/09/2011		16/09/2011	7/04/2011
		BOOVAL		0/04/2011	\$10,000	2/08/2011	3/08/2011	4/08/2011	9:15:00 AM	5. Disbelief	18/08/2011	18/08/2011	Building only	\$145,000.00		\$290,000.00		22/08/2011		23/08/2011	15/04/2011
		EAST IPSWICH		7/04/2011	\$2,500	2/08/2011		4/08/2011	3:00:00 PM	3. No Clear Emotion	12/08/2011	12/08/2011	Contents only		\$16,558.00	\$0.00	\$25,000.00		18/08/2011	18/08/2011	15/04/2011
		EAST IPSWICH				2/08/2011		4/08/2011	3:30:00 PM	2. Happiness / Satisfaction	12/08/2011	12/08/2011	Building only	\$82,120.00		\$162,000.00		13/09/2011		22/09/2011	29/03/2011
		BUNDAMBA		3/04/2011	\$10,000	2/08/2011		3/08/2011	1:20:00 PM	2. Happiness / Satisfaction	16/08/2011	16/08/2011	Building only	\$66,000.00		\$132,000.00		7/09/2011	21/09/2011	29/03/2011	
		NORTH BOOVAL		3/05/2011	\$12,500	2/08/2011		4/08/2011	10:25:00 AM	2. Happiness / Satisfaction	16/08/2011	16/08/2011	Building & Contents	\$178,450.00	\$25,000.00	\$320,000.00	\$36,000.00	7/09/2011	7/09/2011	14/09/2011	15/04/2011
		NORTH BOOVAL		2/04/2011	\$12,500	2/08/2011	3/08/2011	3/08/2011	3:00:00 AM	2. Happiness / Satisfaction	10/08/2011	10/08/2011	Building & Contents	\$63,100.40	\$30,793.00	\$269,000.00	\$69,000.00	6/09/2011	6/09/2011	8/09/2011	7/04/2011
		EAST IPSWICH				2/08/2011		4/08/2011	2:40:00 PM	1. Anger / Dissatisfaction	26/08/2011	26/08/2011	Building only	\$960.30		\$463,000.00		5/09/2011		5/09/2011	29/03/2011
		BARELLAN POINT		4/04/2011	\$12,500	2/08/2011		3/08/2011	11:50:00 AM	2. Happiness / Satisfaction	18/08/2011	18/08/2011	Building & Contents	\$184,494.00	\$27,500.00	\$375,000.00	\$55,000.00	12/09/2011	12/09/2011	21/09/2011	29/03/2011
		BUNDAMBA		1/03/2011	\$12,500	2/08/2011		2/08/2011	2:30:00 PM	3. No Clear Emotion	12/08/2011	12/08/2011	Building & Contents	\$124,155.56	\$60,500.00	\$417,000.00	\$121,000.00	5/09/2011	5/09/2011	6/09/2011	29/03/2011
		NORTH BOOVAL		8/04/2011	\$2,500	2/08/2011		4/08/2011	11:00:00 AM	5. Disbelief	5/09/2011	5/09/2011	Contents only		\$866.00		\$34,000.00		5/09/2011	5/09/2011	15/04/2011
		BARELLAN POINT		7/04/2011	\$2,500	2/08/2011		3/08/2011	12:00:00 AM	4. Relief	18/08/2011	18/08/2011	Contents only		\$25,500.00		\$51,000.00		22/08/2011	22/08/2011	15/04/2011
		NORTH BOOVAL		1/04/2011	\$2,500	2/08/2011		4/08/2011	1:20:00 PM	2. Happiness / Satisfaction	24/08/2011	24/08/2011	Contents only		\$10,000.00		\$20,000.00		25/08/2011	25/08/2011	7/04/2011
		NORTH BOOVAL		2/04/2011	\$12,500	2/08/2011		3/08/2011	4:15:00 AM	2. Happiness / Satisfaction	12/08/2011	12/08/2011	Building & Contents	\$21,141.57	\$2,976.60	\$323,000.00	\$96,000.00	2/09/2011	2/09/2011		7/04/2011
		BUNDAMBA		1/04/2011	\$12,500	2/08/2011		3/08/2011	2:55:00 PM	2. Happiness / Satisfaction	10/08/2011	10/08/2011	Building & Contents	\$48,500.00	\$25,000.00	\$97,000.00	\$42,000.00	16/08/2011	16/08/2011	16/08/2011	15/04/2011
		EAST IPSWICH				2/08/2011		4/08/2011	12:23:00 PM	4. Relief	4/08/2011	4/08/2011	Building & Contents	\$694.55	\$5,820.00	\$231,000.00	\$69,000.00	6/09/2011	6/09/2011	6/09/2011	29/03/2011
		TIVOLI		4/04/2011	\$12,500	2/08/2011		2/08/2011	4:24:00 PM	2. Happiness / Satisfaction	10/08/2011	10/08/2011	Building & Contents	\$73,887.00	\$34,500.00	\$406,000.00	\$69,000.00	31/08/2011	31/08/2011	31/08/2011	29/03/2011
		BASIN POCKET		2/03/2011	\$12,500	2/08/2011		3/08/2011	4:50:00 PM	2. Happiness / Satisfaction	16/08/2011	16/08/2011	Building & Contents	\$30,469.16	\$14,154.00	\$255,000.00	\$88,000.00	12/09/2011	18/08/2011		18/03/2011
		EAST IPSWICH		5/04/2011	\$12,500	2/08/2011		3/08/2011	10:40:00 AM	2. Happiness / Satisfaction	15/08/2011	15/08/2011	Building & Contents	\$25,449.59	\$268,000.00	\$89,000.00	\$89,000.00		18/08/2011		29/03/2011
		EAST IPSWICH		0/04/2011	\$12,500	2/08/2011		4/08/2011	3:03:00 PM	4. Relief	23/08/2011	23/08/2011	Building & Contents	\$76,511.70	\$18,430.00	\$290,000.00	\$42,000.00	24/08/2011	24/08/2011	26/08/2011	15/04/2011
		BRASSALL		1/03/2011	\$10,000	2/08/2011		3/08/2011	11:00:00 AM	3. No Clear Emotion	18/08/2011	18/08/2011	Building only	\$14,701.38		\$159,000.00		26/08/2011		26/08/2011	18/03/2011
		NORTH BOOVAL		3/03/2011	\$12,500	2/08/2011		4/08/2011	3:38:00 PM	2. Happiness / Satisfaction	22/08/2011	22/08/2011	Building & Contents			\$298,000.00	\$100,000.00				18/03/2011
		BUNDAMBA		9/03/2011	\$12,500	2/08/2011		3/08/2011	9:00:00 AM	2. Happiness / Satisfaction	10/08/2011	10/08/2011	Building & Contents	\$113,093.00	\$40,015.00	\$229,000.00	\$107,000.00	6/09/2011	12/08/2011	14/09/2011	18/03/2011
		TIVOLI		1/04/2011	\$12,500	2/08/2011		2/08/2011	9:30:00 AM	2. Happiness / Satisfaction	8/08/2011	8/08/2011	Building & Contents	\$15,511.00	\$23,841.00	\$300,000.00	\$90,000.00	9/08/2011	9/08/2011	9/08/2011	29/03/2011
		NORTH BOOVAL				2/08/2011		4/08/2011	2:00:00 PM	2. Happiness / Satisfaction	18/08/2011	18/08/2011	Building & Contents	\$2,992.00	\$4,947.55	\$278,000.00	\$75,000.00	19/08/2011	19/08/2011	19/08/2011	7/04/2011
		NORTH IPSWICH		8/04/2011	\$12,500	2/08/2011	3/08/2011	5/08/2011	10:00:00 AM	2. Happiness / Satisfaction	24/08/2011	24/08/2011	Building & Contents	\$16,933.50	\$16,380.00	\$164,000.00	\$77,000.00	25/08/2011	25/08/2011	25/08/2011	15/04/2011
		TIVOLI		9/04/2011	\$2,500	2/08/2011		3/08/2011	11:15:00 AM	3. No Clear Emotion	8/08/2011	8/08/2011	Contents only		\$7,645.00		\$30,000.00		9/08/2011	9/08/2011	15/04/2011
		MOORES POCKET		6/04/2011	\$12,500	2/08/2011		4/08/2011	1:00:00 PM	3. No Clear Emotion	25/08/2011	25/08/2011	Building & Contents	\$108,901.00	\$56,500.00	\$92,000.00	\$57,000.00	6/09/2011	6/09/2011	12	

Claim Details				Compassion Fund				Claim Progress Details															
Claim Number	Customer	LossCity	RISKADDRESSLINE1	Date	Paid	Letter Sent Date	If Initially Unable to Contact Message Left - Date	Successful Telephone Contact Date	Successful Telephone Contact Time	Customer Reaction	Date Assessment Scheduled	Assessment Completed	Cash Settled Offered & Accepted	Total Claim Amount - Building	Total Claim Amount - Contents	Sum Insured - Building	Sum Insured - Contents	Building Settlement Date	Contents Settlement Date	Date Claim Closed	Original Decision Date		
		WOODEND				2/08/2011		4/08/2011	9:05:00 AM	3. No Clear Emotion	18/08/2011	18/08/2011	Building only	\$8,823.88		\$229,000.00	\$79,000.00	19/08/2011		22/09/2011	18/03/2011		
		BASIN POCKET				2/08/2011		5/08/2011	11:12:00 AM	5. Disbelief	24/08/2011	24/08/2011	Building & Contents		\$19,329.00	\$312,000.00	\$81,000.00		25/08/2011		15/04/2011		
		NORTH BOOVAL		9/05/2011	\$12,500	2/08/2011		4/08/2011	8:15:00 AM	2. Happiness / Satisfaction	11/08/2011	11/08/2011	Building & Contents		\$53,000.00	\$411,000.00	\$106,000.00		15/08/2011		15/04/2011		
		NORTH BOOVAL		9/05/2011	\$10,000	2/08/2011		4/08/2011	8:15:00 AM	2. Happiness / Satisfaction	11/08/2011	11/08/2011	Building only	\$94,500.00		\$189,000.00		1/09/2011			7/04/2011		
		NORTH IPSWICH		1/04/2011	\$12,500	2/08/2011		3/08/2011	1:45:00 PM	2. Happiness / Satisfaction	26/08/2011	26/08/2011	Building & Contents	\$70,983.47	\$27,800.00	\$318,200.00	\$56,200.00	7/09/2011	1/09/2011	14/09/2011	29/03/2011		
		EAST IPSWICH		2/08/2011		4/08/2011	1:17:00 PM	2. Happiness / Satisfaction	19/08/2011	19/08/2011	Building & Contents		\$23,199.00	\$250,000.00	\$50,000.00		22/08/2011		18/03/2011				
		EAST IPSWICH		14/04/2011	\$2,500	2/08/2011		4/08/2011	1:38:00 PM	2. Happiness / Satisfaction	22/08/2011	22/08/2011	Contents only		\$14,283.65	\$42,000.00		23/08/2011	23/08/2011	29/03/2011			
		BARELLAN POINT		19/04/2011	\$12,500	2/08/2011		3/08/2011	4:50:00 PM	2. Happiness / Satisfaction	22/08/2011	22/08/2011	Building & Contents	\$123,500.00	\$25,000.00	\$247,000.00	\$36,000.00	31/08/2011	31/08/2011	2/09/2011	18/03/2011		
		BUNDAMBA		1/04/2011	\$2,500	2/08/2011		3/08/2011	1:35:00 PM	2. Happiness / Satisfaction	22/08/2011	22/08/2011	Contents only		\$25,000.00	\$36,200.00		7/09/2011	19/09/2011	18/03/2011			
		WOODEND		2/08/2011		3/08/2011	2:33:00 PM	4. Relief	10/08/2011	10/08/2011	Building & Contents		\$15,635.80	\$269,000.00	\$64,000.00		11/08/2011		29/03/2011				
		BASIN POCKET		1/04/2011	\$10,000	2/08/2011		3/08/2011	12:05:00 PM	2. Happiness / Satisfaction	9/08/2011	9/08/2011	Building only	\$68,801.70		\$200,000.00		19/08/2011		19/08/2011	29/03/2011		
		KARALEE		24/06/2011	\$12,500	2/08/2011		3/08/2011	3:15:00 PM	2. Happiness / Satisfaction	17/08/2011	17/08/2011	Building & Contents	\$93,222.00	\$32,500.00	\$207,000.00	\$65,000.00	22/08/2011	22/08/2011	1/09/2011	29/03/2011		
		BASIN POCKET		24/03/2011	\$12,500	2/08/2011		3/08/2011	2:00:00 PM	4. Relief	16/08/2011	16/08/2011	Building & Contents	\$99,800.29	\$5,785.00	\$463,000.00	\$175,000.00	1/09/2011	1/09/2011	5/09/2011	18/03/2011		
		KARALEE				2/08/2011		4/08/2011	1:50:00 PM	2. Happiness / Satisfaction	23/08/2011	23/08/2011	Building & Contents			\$544,000.00	\$147,000.00				15/04/2011		
		KARALEE				2/08/2011		4/08/2011	3:23:00 PM	2. Happiness / Satisfaction	30/08/2011	30/08/2011	Contents only		\$14,334.00	\$336,000.00	\$112,000.00		2/09/2011	2/09/2011	15/04/2011		
		EAST IPSWICH		4/04/2011	\$10,000	2/08/2011		8/08/2011	10:50:00 AM	3. No Clear Emotion	24/08/2011	24/08/2011	Building only			\$312,000.00					29/03/2011		
		NORTH BOOVAL				2/08/2011	4/08/2011	4/08/2011	4:30:00 PM	2. Happiness / Satisfaction	25/08/2011	25/08/2011	Contents only				\$125,000.00					7/04/2011	
		BUNDAMBA				2/08/2011		3/08/2011	11:10:00 AM	3. No Clear Emotion	5/08/2011	5/08/2011	No cash settlement				\$521,000.00	\$41,000.00			5/08/2011	29/03/2011	
		EAST IPSWICH		4/05/2011	\$12,000	2/08/2011		3/08/2011	2:05:00 PM	4. Relief	11/08/2011	11/08/2011	Building & Contents	\$40,000.00	\$27,500.00	\$153,000.00	\$55,000.00	16/08/2011	12/08/2011	16/08/2011	15/04/2011		
		KARALEE		22/03/2011	\$12,500	2/08/2011		3/08/2011	2:40:00 PM	2. Happiness / Satisfaction	17/08/2011	17/08/2011	Building & Contents	\$150,237.00	\$50,000.00	\$512,000.00	\$121,000.00	21/09/2011	21/09/2011	21/09/2011	18/03/2011		
		BUNDAMBA		24/03/2011	\$12,500	2/08/2011		3/08/2011	10:00:00 AM	2. Happiness / Satisfaction	11/08/2011	11/08/2011	Building & Contents	\$114,248.57	\$40,500.00	\$281,000.00	\$69,000.00	2/09/2011	31/08/2011	6/09/2011	18/03/2011		
		NORTH BOOVAL		31/03/2011	\$2,500	2/08/2011		3/08/2011	11:40:00 AM	2. Happiness / Satisfaction	15/08/2011	15/08/2011	Contents only		\$27,000.00		\$54,000.00		16/08/2011	16/08/2011	29/03/2011		
		BRASSALL		11/04/2011	\$6,500	2/08/2011		4/08/2011	11:14:00 AM	5. Disbelief	19/08/2011	19/08/2011	Building & Contents			\$199,000.00	\$83,000.00				29/03/2011		
		BOOVAL				2/08/2011	5/08/2011	5/08/2011	12:50:00 PM	2. Happiness / Satisfaction	29/08/2011	29/08/2011	Building & Contents	\$5,041.50	\$14,937.00	\$165,000.00	\$75,000.00	30/08/2011	30/08/2011	30/08/2011	15/04/2011		
		BUNDAMBA				2/08/2011		3/08/2011	12:35:00 PM	2. Happiness / Satisfaction	12/08/2011	12/08/2011	Contents only		\$19,000.00		\$19,000.00		16/08/2011	16/08/2011	29/03/2011		
		BRASSALL		21/04/2011	\$2,500	2/08/2011		4/08/2011	9:35:00 AM	4. Relief	19/08/2011	19/08/2011	Contents only		\$27,500.00		\$55,000.00		22/08/2011	22/08/2011	29/03/2011		
		EAST IPSWICH		27/04/2011	\$10,000	2/08/2011		3/08/2011	11:44:00 AM	4. Relief	11/08/2011	11/08/2011	Building only	\$121,500.00		\$243,000.00	\$0.00	8/09/2011			15/04/2011		
		NORTH BOOVAL		14/04/2011	\$2,500	2/08/2011		3/08/2011	3:30:00 PM	3. No Clear Emotion	3/08/2011	3/08/2011	No cash settlement				\$0.00	\$51,000.00			3/08/2011	7/04/2011	
		EAST IPSWICH				2/08/2011		4/08/2011	4:35:00 PM	3. No Clear Emotion	26/08/2011	26/08/2011	Contents only				\$9,055.12		\$56,000.00		29/08/2011	29/08/2011	29/03/2011
		KARALEE				2/08/2011		4/08/2011	9:45:00 AM	2. Happiness / Satisfaction	22/08/2011	22/08/2011	Building only	\$25,329.46		\$477,000.00	\$135,000.00	23/08/2011		23/08/2011	29/03/2011		
		NORTH BOOVAL		27/04/2011	\$2,500	2/08/2011		4/08/2011	11:45:00 AM	2. Happiness / Satisfaction	12/08/2011	12/08/2011	Contents only				\$25,000.00		\$25,000.00		15/08/2011	15/08/2011	15/04/2011
		NORTH BOOVAL		14/04/2011	\$2,500	2/08/2011		4/08/2011	4:45:00 PM	2. Happiness / Satisfaction	26/08/2011	26/08/2011	Contents only				\$14,995.81		\$20,000.00		29/08/2011	29/08/2011	29/03/2011
		IPSWICH		14/04/2011	\$2,500	2/08/2011		3/08/2011	9:50:00 AM	2. Happiness / Satisfaction	10/08/2011	10/08/2011	Contents only				\$14,347.00	\$0.00	\$31,000.00		11/08/2011	11/08/2011	29/03/2011
		NORTH BOOVAL		3/05/2011	\$2,500	2/08/2011		4/08/2011	1:15:00 AM	2. Happiness / Satisfaction	22/08/2011	22/08/2011	Contents only				\$24,000.00		\$24,000.00		7/09/2011	9/09/2011	29/03/2011
		NORTH IPSWICH		4/04/2011	\$12,500	2/08/2011		3/08/2011	10:40:00 AM	2. Happiness / Satisfaction	11/08/2011	11/08/2011	Building & Contents	\$69,343.23	\$25,000.00	\$177,000.00	\$35,000.00	19/09/2011	19/09/2011		29/03/2011		
		NORTH BOOVAL		26/05/2011	\$2,500	2/08/2011		3/08/2011	2:30:00 PM	4. Relief	8/09/2011	8/09/2011	Contents only				\$27,000.00		\$54,000.00		8/09/2011	12/09/2011	17/05/2011
		NORTH BOOVAL				2/08/2011		4/08/2011	4:15:00 PM	2. Happiness / Satisfaction	25/08/2011	25/08/2011	Building only	\$12,474.79		\$326,000.00		30/08/2011		30/08/2011	30/06/2011		

Claim withdrawn
Duplication of insured

Exhibit 3

Investigation of the January 2011 Inundation Event - Ipswich



CONFIDENTIAL AND SUBJECT TO LEGAL PROFESSIONAL PRIVILEGE

Date: **March 2011**

Client: **Cooper Grace Ward Lawyers**

Cover Photo: reproduced from www.nearmap.com.au

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1 INTRODUCTION

This report has been undertaken by Water Technology, specialist flooding engineers. The purpose of the report is to provide advice to Cooper Grace Ward Lawyers (CGW), who is acting on behalf of RACQ Insurance Limited (RACQI), on the cause of inundation events that occurred across the Ipswich Region in January 2011. This report has been prepared upon a geographical basis. It is recognised that individual properties within the geographical zone the subject of this report may be affected by issues that are specific to those properties. Water Technology has identified a number of properties in this category and has been instructed to undertake further investigations in relation to them. These further investigations will be reported upon separately.

We note that this report is confidential and for internal use by the client to assist them in processing claims for the particular event, time and location described above.

This is a technical report and the author has made opinions based on generally accepted engineering industry standard definitions for stormwater and flooding terminology for the purposes of classifying the particular inundation event that occurred as noted above. It is noted that these classifications are site specific and therefore the author has also provided additional information where necessary in order for the client to make a determination on whether a particular claim falls within RACQI's policy coverage. The decision of whether or not to pay a claim rests solely and entirely with the insurance company.

This report and any attachments have been prepared for the purpose of gathering information and/or for the purpose of giving and/or receiving legal advice and/or the giving and/or receiving of legal advice and is both confidential and subject to legal professional privilege.

2 GUIDELINES AND TERMINOLOGY

The terminology used in this report is provided in Table 2.1. This terminology is based on the glossaries of following documents and information from the Bureau of Meteorology, with additional information and examples provided by Water Technology to further clarify the use in this report:

1. "Floodplain Management in Australia: Best Practice Principles and Guidelines – SCARM Report 73", 2000, CSIRO.
2. "Queensland Urban Drainage Manual", Second Edition, 2008, Queensland Government Natural Resources and Water.
3. "Mitigating the Adverse Impacts of Flood, Bushfire and Landslide - State Planning Policy Guideline SPP1/03", June 2003, Queensland Government.
4. "Australian Rainfall and Runoff – Volume 1 – A Guide to Flood Estimation", 1998, Institution of Engineers Australia.
5. Bureau of Meteorology (2011) definitions and terminology as listed on their webpage http://www.bom.gov.au/hydro/flood/flooding.shtml#definitions_terminology

Table 2.1 Standard Terminology

Term	Definition
Annual Exceedance Probability (AEP)	The probability of exceedance of a given discharge within a period of one year. Can be expressed as a percentage (eg 1% change in any one year) or 1 in Y [years] (eg a probability of 1 in 100). This report will generally use ARI terminology.
Average Recurrence Interval (ARI)	The average or expected period between exceedances of a given discharge expressed in years. This is a another method of expressing the magnitude of a particular event in probabilistic terms (eg a "100 year ARI flood" can also be described as a flood with an AEP of "1%" or "1 in 100"). The ARI of a flood event is a statistical estimate that gives no indication of when a flood of that size or larger will occur next.
Backwater	No definition in documents listed above. We define as a body or area of water where there is little or no current that is connected to a drainage system or receiving water either above or below ground (pipe drainage). The water level of the backwater area is governed by the adjacent drainage system or receiving water.
Breakout	No definition in the documents listed above. Breakout flows occur when flow in a river system reaches a level high enough to engage a wider or an alternate flow path other than the normally defined channel.
Catchment	The area of land contributing stormwater runoff to a particular site or point under consideration. It always relates to a particular location and includes the catchments of tributary streams as well as the main stream.

Term	Definition
Critical Storm Duration	The duration of the storm event that produces the largest flood discharge at the location of interest. Critical storm duration depends on the catchment size, topography (slope, drainage path, presence of storages or basins), magnitude of storm, land use of the catchment (eg urban, rural or forest). In general terms the critical storm duration provides an indication of how long a catchment takes to deliver peak flow to a particular point of interest following rainfall commencement. When the rainfall is not at a constant intensity the timing of the peak flood will depend on the temporal pattern of rainfall.
Detention Basin	A large, open, free draining basin that temporarily “detains” collected stormwater runoff. These basins are normally maintained in a dry condition between storm events.
Drainage System	A system of gully [street or field] inlets, pipes, overland flow paths, open channels, culverts and detention basins used to convey runoff to its receiving waters.
Flash Flood	Sudden and unexpected flooding caused by local heavy rainfall either at the site in question or upstream. Often defined as flooding within six hours of the rain which causes flooding.
Flood	The temporary inundation of land by expanses of water that overtop the natural or artificial banks of a watercourse, including a drainage channel, stream, creek, river, estuary, lake or dam, or any associated water holding structure. A flood can be caused by excessive rainfall, storm surge, dambreak or a tsunami.
Local Runoff	Refer to “Runoff” and “Stormwater Flooding”.
Minor flood level	A flood level that causes inconvenience. Low-lying areas next to watercourses are inundated which may require the removal of stock and equipment. Minor roads may be closed and low-level bridges submerged.
Moderate flood level	In addition to the above for minor flooding, the evacuation of some houses may be required. Main traffic routes may be covered with flood waters. The area of inundation is substantial in rural areas requiring the removal of stock.
Major flood level	In addition to the above for minor and moderate flooding, extensive rural areas and/or urban areas are inundated. Properties and towns are likely to be isolated and major traffic routes likely to be closed. Evacuation of people from flood affected areas may be required.
Rainfall Intensity	The rate at which rain falls, typically measured in mm/hour. Rainfall intensity varies throughout a storm. This variation is called a temporal pattern.
Receiving Waters	A body of water (normally sea, river, creek or larger drainage system) that receives flow from a generally smaller (tributary) drainage system.

Term	Definition
Runoff	<p>That part of rainfall which is not lost to infiltration, evaporation, transpiration or depressions in the ground.</p> <p>We add that for the purposes of investigating or studying a flood it is the amount of rainfall that drains along the surface and into the “drainage system” or directly into receiving waters. Local runoff is that which occurs locally to a point in question (i.e. within a backyard) and has not yet reached a drainage system.</p>
Stormwater Flooding	<p>CSIRO (2000) defines as “inundation by local runoff caused by heavier than usual rainfall. Stormwater flooding can be caused by local runoff exceeding the capacity of an urban stormwater drainage system or by the backwater effects of mainstream flooding causing urban stormwater drainage systems to overflow.”</p> <p>We add that the capacity of the local stormwater drainage system to drain runoff can be lessened by backwater effects of a downstream receiving water system or by obstructions. Inundation caused by backwater surcharging out of a stormwater drainage system from a flood would not necessarily be classed as stormwater flooding as the source of water or the flood level reached may not be caused by local runoff.</p>
Surface Water or Inundation	<p>Any water collecting on the ground or in an open drainage system or receiving water body.</p> <p>In this report we use these terms to discuss water before it is categorised into flood, stormwater or other.</p>

CGW has provided the following definitions for the purposes of this report:

- a) **Flood** – is rising water which enters a home as the result of it running off or overflowing from any origin or cause;
- b) **Flash flood and stormwater runoff** – is a sudden flood caused by heavy rain that fell no more than 24 hours prior to the flash flood or stormwater runoff; and
- c) **Water inundation** – is the influx of water onto the property (i.e. the expression is not being used to refer only to properties which have been completely immersed in water).

In preparing this report the author is therefore cognisant of clarifying the time to flood as the time taken between the commencement of “flood-causing” rainfall and the time for a particular site to be flooded as RACQ’s definition will result in a wider geographic region meeting this definition than the standard definition defined in CSIRO (2000).

3 PURPOSE AND SCOPE OF THE REPORT

The purpose of the report is to provide advice to Cooper Grace Ward Lawyers on the cause of inundation events that occurred across the Ipswich region in January 2011.

This report is confidential and for internal use by the client to assist them in processing claims for the particular event, time and location described above.

This report is based on:

- A desktop review of rainfall and flow data for the Rivers and Creeks to these inundation events.
- A review of available news and gathered internet footage and photos.
- A review of historic flooding.
- Site inspections.
- Discussions with the owners and witnesses of inundated properties.

4 METEOROLOGY

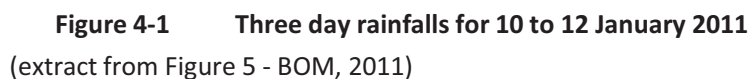
The National Climate Centre's Special Climate Statement 24 (BoM, 25 January, 2011) provides an overview of the January 2011 rainfall which resulted in the inundation event in Ipswich. Several extracts of this report are quoted below:

Major Rain Events of the Period

...
10 to 12 January. An upper-level low combined with a humid easterly flow to bring very heavy rain to southeast Queensland and northeast New South Wales. The heaviest falls were in the areas north and west of Brisbane. ... Three-day totals exceeded 200 mm over most of the area bounded by Brisbane, Gympie and Toowoomba, including the majority of the Brisbane River Catchment. Further south, totals exceeding 100 mm extended to the coast and adjacent ranges of New South Wales north of Coffs Harbour, locally approaching 200 mm on parts of the Northern Tablelands, and also extended into inland southern Queensland as far west as Dalby. The heavy rain covered a smaller area than was the case in the late December event. The highest daily totals observed in the Bureau's regular network were 298.0 mm at Peachester and 282.6 mm at Maleny on 10 January, while the highest three-day totals were 648.4 mm at Mount Glorious and 617.5 mm at Peachester. Intense short-period falls also occurred during the event, with one-hour falls in excess of 60 mm occurring on both 10 and 11 January at numerous stations in various locations north and west of Brisbane. It is possible that higher short-period falls occurred in areas between observing sites.

Extreme Daily Rainfall Totals for the Period

...
Peak rainfalls from the 1974 event were substantially heavier than those in 2011. Many stations in the 1974 event experienced daily totals which exceeded 400 mm; the highest were 563.2 mm at Mount Tamborine and 561.5 mm at Wundurra, in the Gold Coast hinterland, while in the Brisbane area 475.8 mm fell on 26 January at Enoggera Reservoir.. 1974 also saw much heavier rainfall in metropolitan Brisbane than 2011, with Brisbane's three-day and peak one-day totals of 600.4 mm and 314.0 mm in 1974 comparing with 166.2 mm and 110.8 mm in 2011. However, in 1974 the heaviest rains were close to the coast, whereas in 2011 heavy falls spread further inland, and on the western fringe of the Brisbane River catchment and on the Great Dividing Range 2011 was the wetter of the two events (Figure 5 ...). The weeks prior to the 1974 event, whilst wetter than normal, were also less wet than the equivalent weeks prior to the 2011 event.



The most destructive floods during the period occurred during the second week of January in the southeast corner of Queensland and adjacent border areas of New South Wales. There was major flooding through most of the Brisbane River catchment, most severely in the Lockyer and Bremer catchments where numerous flood height records were set ..., along with the Toowoomba area just outside the Brisbane catchment. In Brisbane it was the second-highest flood of the last 100 years, after January 1974. The flooding caused substantial loss of life, and thousands of properties were inundated in metropolitan Brisbane and elsewhere. Major flooding with inundation of properties also extended inland to the upper Condamine-Balonne catchment, with Chinchilla and Dalby being severely affected for the second time in less than a month. ...

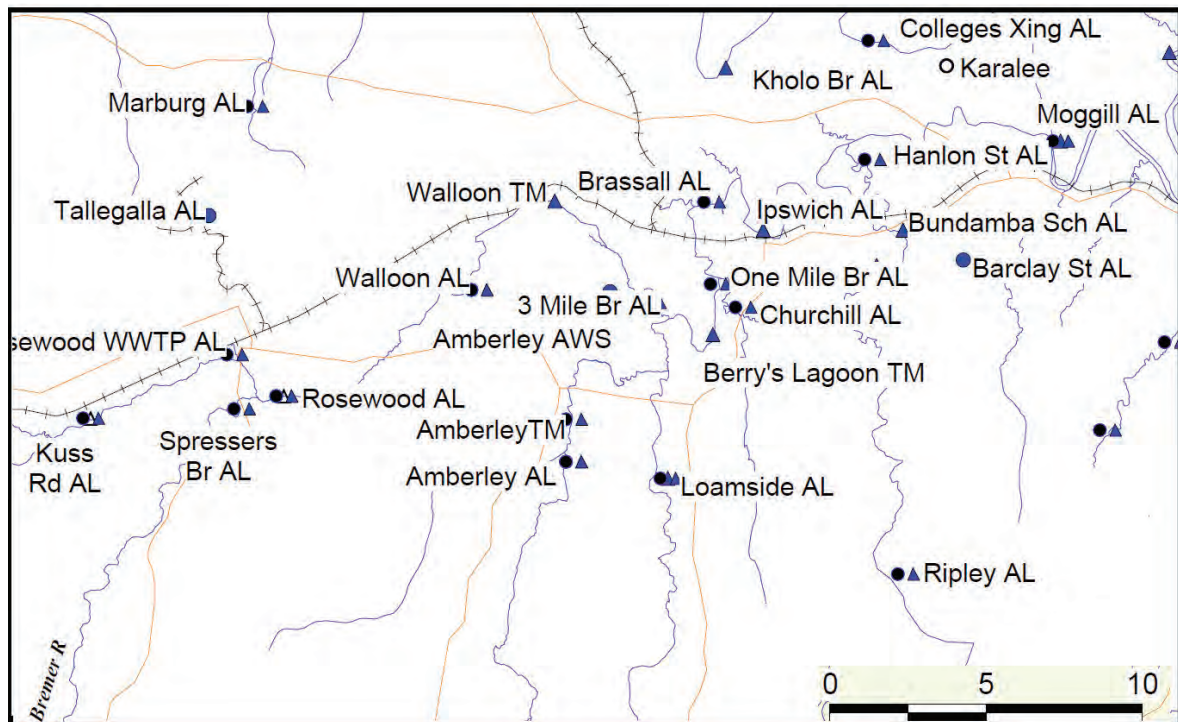


Figure 5.2 Ipswich Catchment Rainfall and Stream Gauging Stations – Ipswich Area

6 RAINFALL

Heavy rain fell in the Bremer River catchment on 11 January 2011 which, combined with the lesser rain on 9 and 10 January, resulted in increased Bremer River discharges and water levels. Figure 6.1 and Figure 6.2 show hourly and cumulative rainfall totals, respectively. Figure 6.1 and Figure 6.2 show that the rainfall was varied throughout the catchment. Intense rainfall fell in the upper Bremer River catchment (Tallegalla), the upper Bundamba Creek catchment (Lyons Bridge), moderate to heavy rainfall fell in the Warrill Creek catchment (Amberley and Tarome) and only low to moderate rain fell in the Ipswich City area (Bundamba, Brassall).

Figure 6.3 shows the intensity-frequency-duration (IFD) chart for Ipswich, together with the severities of the recorded rainfall at four locations in the catchment. Figure 6.3 shows the rainfall at Tallegalla was extreme, with the 12, 24, 48 and 72 hour intensities greater than the 100 year rainfall average recurrence interval (ARI).

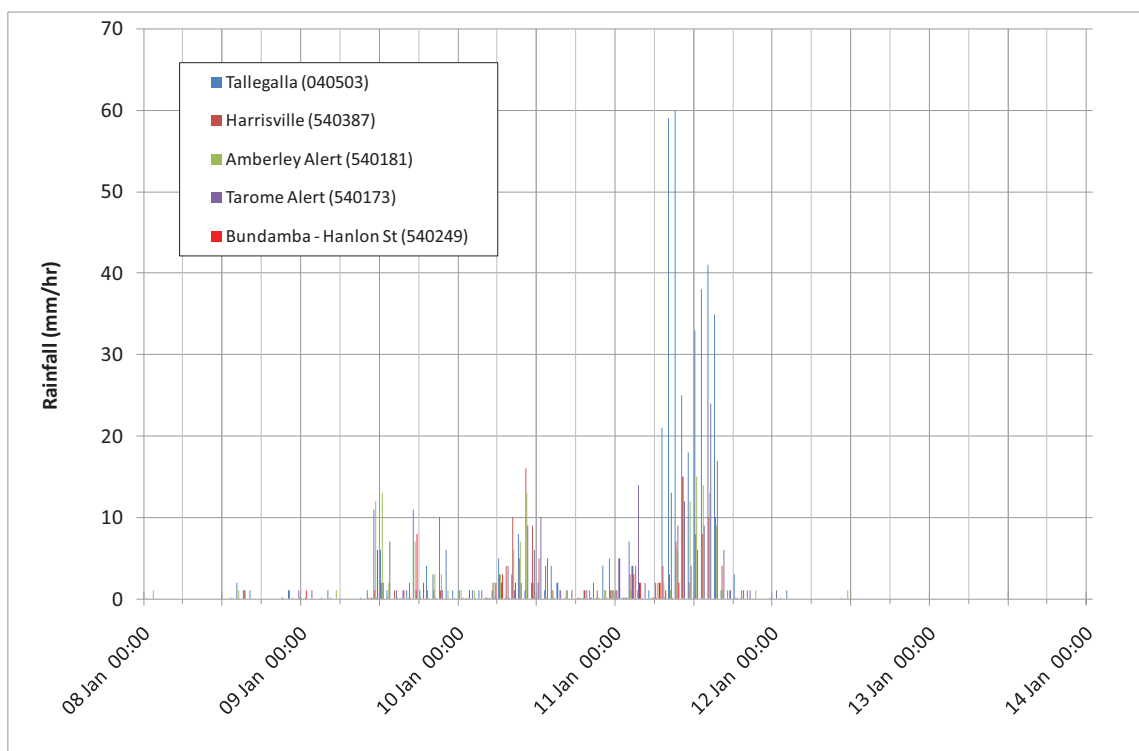


Figure 6.1 Hourly Rainfall Totals at Selected Rainfall Stations

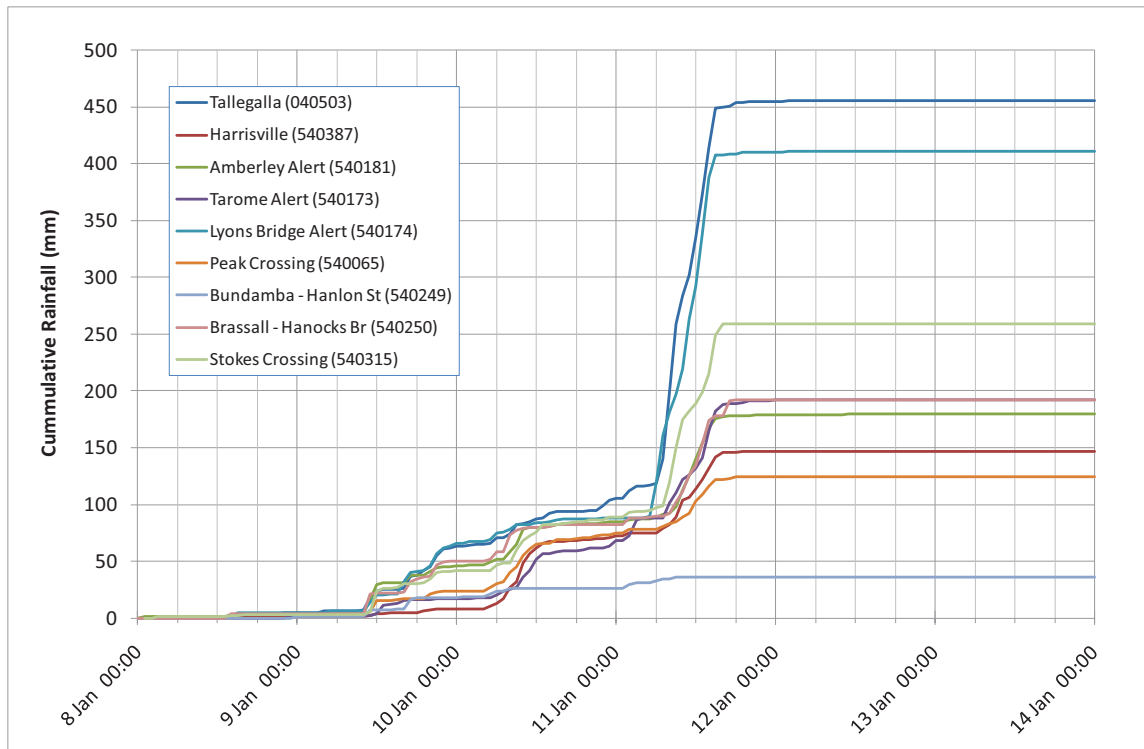


Figure 6.2 Cumulative Rainfall Totals at Selected Rainfall Stations

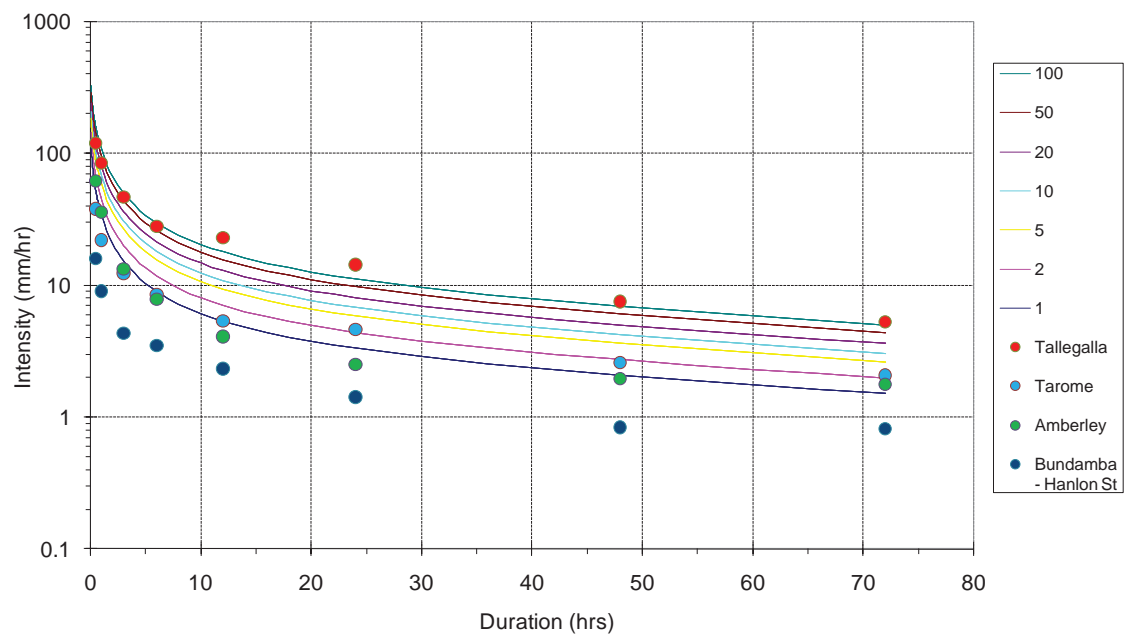


Figure 6.3 Intensity-Frequency-Duration Analysis of Selected Rainfall Stations within the Catchment

7 BREMER RIVER LEVELS

7.1 General

Figure 7.1 and Figure 7.2 show the translation of the January 2011 flood through Ipswich. Table 7.1 shows the timeline of the flood wave along the Bremer River. The adopted stream gauging stations are on the following rivers:

- Warrill Creek: - Churchbank Weir.
- Bremer River: - Walloon Alert, One Mile, Ipswich
- Brisbane River: - Moggill (just downstream of the junction of the Bremer and Brisbane Rivers)

Table 7.1 Timeline of Events in the Bremer River, Warrill Creek and Brisbane River

Time / Date	Elapsed Time Since Rainfall Commencement (hrs)	River	Event
0600 hrs 11 Jan	0		At Tallegalla, the rainfall causing the event commenced
0800 hrs 11 Jan	2	Bremer R	The Bremer River at Walloon shows a rapid response to the rainfall with the river commencing to rise
1700 hrs 11 Jan	11	Bremer R	The Bremer River at Walloon Peaks at 31.87 m
2100 hrs 11 Jan	15	Warrill Ck	Churchbank Weir (Warrill Ck) shows only small flows for the event. This is consistent with the generally low rainfall totals recorded for the Warrill Ck catchment.
0100 hrs 12 Jan	19	Bremer R	The Bremer River at One Mile peaks at 21.35 m AHD
1300 hrs 12 Jan	29	Bremer R	The Bremer River at Ipswich peaks at 19.4 m AHD
1500 hrs 12 Jan	31	Brisbane R	The Brisbane River at Moggill [040812] peaks at 17.87 m AHD

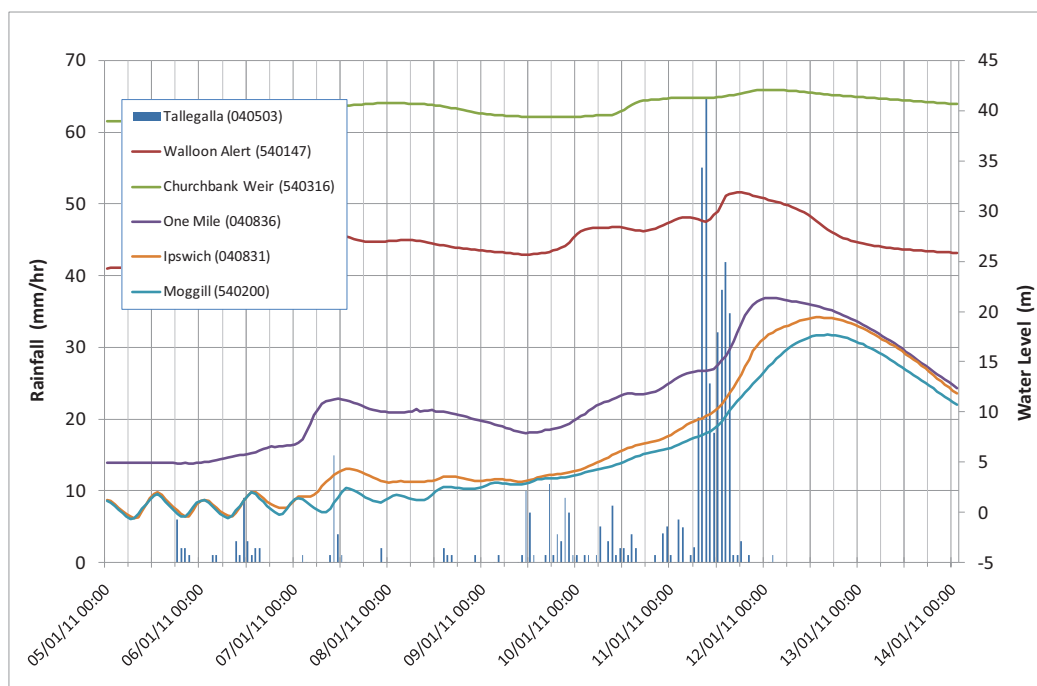


Figure 7.1 Translation of the January 2011 Flood Through Ipswich

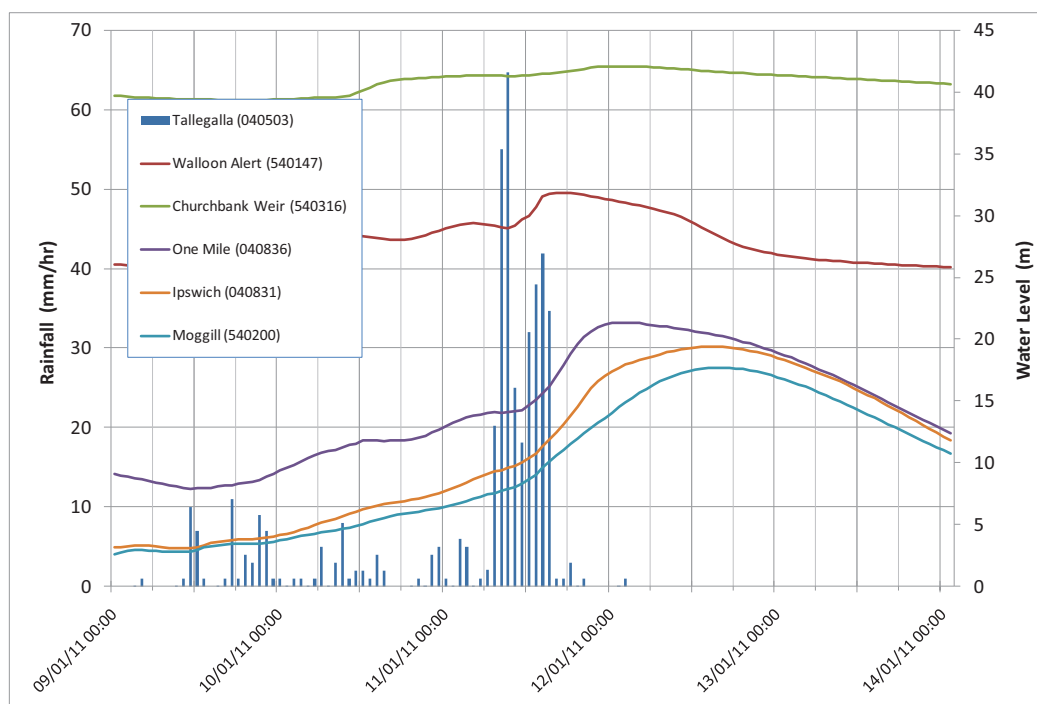


Figure 7.2 Translation of the January 2011 Flood Through Ipswich – Enlarged Image

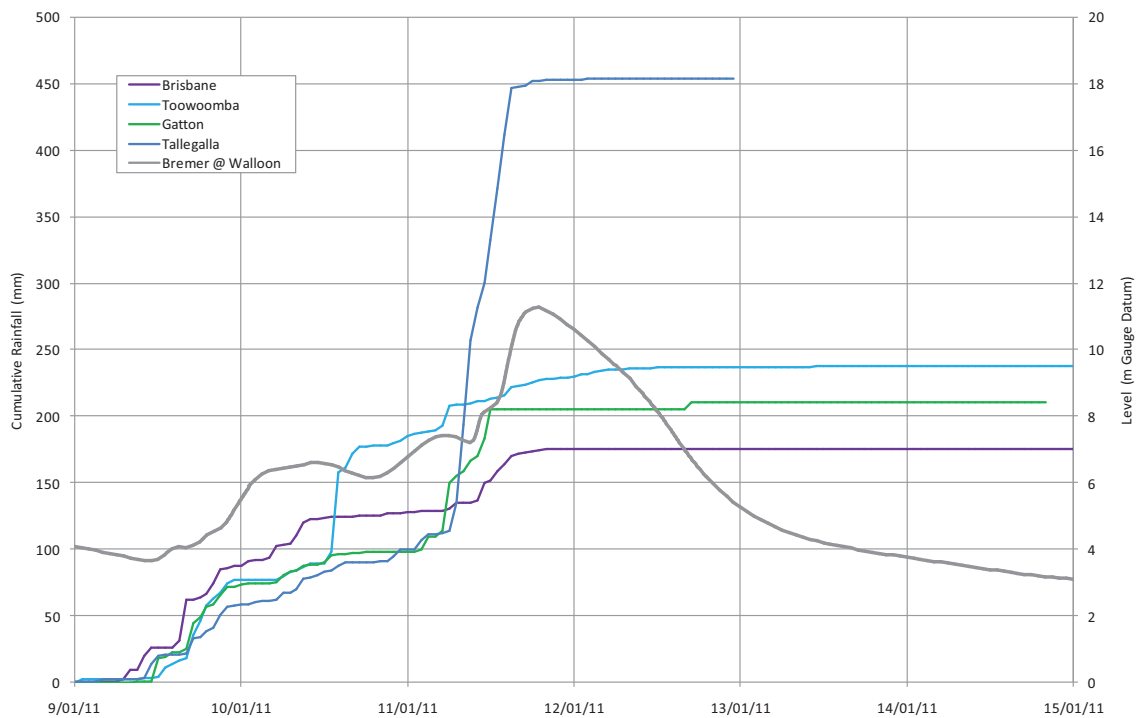


Figure 7-3 Cumulative Rainfall Records (selected) in the catchment below Wivenhoe Dam and Bremer River height at Walloon

Figure 7-3 shows the cumulative rainfall for selected rainfall gauges in and adjacent to the Brisbane River catchment, together with river heights for the Bremer River at Walloon.

At the time of writing of this report, there was limited discharge information available at gauging stations. Figure 7-4 provides an indication of the relative magnitude of the discharges within the Brisbane River at Savages Crossing (# 143001) and the Bremer River at Walloon (# 143107).

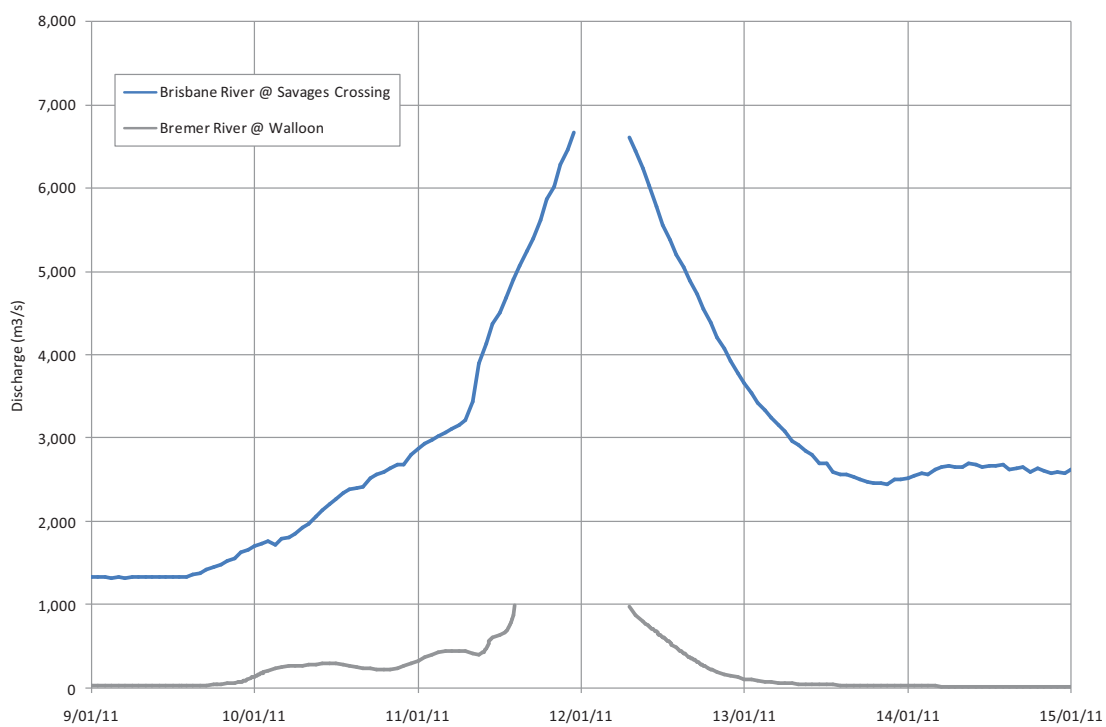


Figure 7-4 Brisbane and Bremer River Discharge Comparisons

Note that this comparison is limited by the amount of information available at the time of preparation of this report.

7.2 Discussion

Figure 7.2 shows rainfall occurring on the 9th and 10th of January. That lead to an increase in the river level as measured at the Walloon gauge reaching the minor flood level (5m) and approaching the moderate flood level (6.5m) on the 10th of January. That rainfall does not appear to have had an appreciable impact on river levels downstream as also shown in Figure 7.2, nor is the inundation associated with the minor to moderate flood level likely to have an impact in the vicinity of the Walloon Gauge.

Figure 7.3 shows heavy rainfall commencing 06:00 11th January resulted in a rapid increase in the Bremer River level at Walloon gauge.

Figure 7.1, Figure 7.2 and Table 7.1 provide an indication of the impact of the Brisbane River on Bremer River flood levels. In particular, Figure 7.2 indicates that

- There is a clear peak in water level for the Walloon alert gauge at 1700 11 January 2011 associated with the peak flow from the Bremer River catchment.
- The One Mile gauge peak level (at 0100 12 January) is associated with the combined effects of peak flow from the Bremer River and increased Brisbane River levels from the junction of the Bremer and Brisbane Rivers.
- The peak water level for the Bremer River at Ipswich (1300 12 January) occurs just slightly before the peak water level at the Brisbane River Moggill Gauge occurs (1500 12 January).
- The general shape of the gauge record for the Bremer River at Ipswich is similar to the general shape of the Brisbane River gauge record at Moggill. This indicates that water levels at the Ipswich gauge are significantly influenced by the Brisbane River "Tailwater". Tailwater in this instance refers to elevated Brisbane River levels at the Brisbane and Bremer River junction leading to an elevation of water levels in the Bremer River. Without the model referred to in Section 8.2 we are not presently able to identify the extent of the effect of that tailwater upstream of the Ipswich gauge.

There are some locations upstream of Ipswich where in our opinion the levels of the Bremer River are unlikely to be affected at all or materially affected by the effect of the Brisbane River tailwater. As mentioned above, without the model referred to in Section 8.2 we are not presently able to identify the upstream extent of the affect of the tailwater. We have however, in Schedule C to this report identified those properties, which, without the benefit of that modelling we are confident that any flooding would be unaffected by the influence of the tailwater of the Brisbane River.

8 BRISBANE RIVER IMPACT ON BREMER RIVER WATER LEVELS

8.1 Overview

An assessment was made of the impact of the Brisbane River water levels on the Bremer River Water levels to provide a preliminary estimate of which properties (if any) would have been inundated by the Bremer River in the absence of elevated Brisbane River levels.

8.2 Methodology

A hydraulic model of the Brisbane and Bremer Rivers has been previously developed by others for use in flood planning and management of the rivers. Requests to access this model or equivalent have recently been made to SEQWater, Brisbane City Council and Ipswich City Council. Unfortunately, at the time of writing of this report, no response to whether or not this model is available has been received.

In order to undertake a preliminary assessment of the impact of Brisbane River tailwater levels, a course MIKE-11 hydraulic model was developed based upon survey data available at the time of writing of this report for Ipswich and estimated river discharges based upon the recorded rainfall and river discharge data. This model was checked for broad consistency to the recorded inundation levels in Ipswich.

The MIKE-11 hydraulic model was used to model the effect of the rain in the catchment of the Bremer River through Ipswich City under two conditions:

- A Brisbane River level of 17.87 m AHD (which represents the peak level at the Moggill gauge on the 12th January) to represent the January 2011 Event.
- A lowered Brisbane River level to represent the effect of the rain in the Bremer River catchment without a corresponding flood in the Brisbane River.

Figure 8.1 shows the modelling results. The following is of note with respect to Figure 8.1:

- The blue line provides a good representation (when compared available flood imagery www.nearmap.com.au and the Queensland Reconstruction Authority Interactive mapping tool (<http://qldreconstruction.org.au/your-community-reconstruction-updates/interactive-map>) of the recorded inundation extent.
- The yellow line shows that, based upon the modelling assumptions, without elevated Brisbane River levels, Bremer River flows would have been essentially confined within bank.
- The majority of properties that were inundated by river water are located between the two river level estimates.

The approach adopted provides a reasonable estimate of the extent of the Bremer River inundation making an assumption that there were not elevated water levels within the Brisbane River, but conservative in the sense that it shows the level below which the Bremer River would not have fallen making that assumption.

For a more accurate estimate the previously developed model should be used or alternatively this current model could be calibrated.

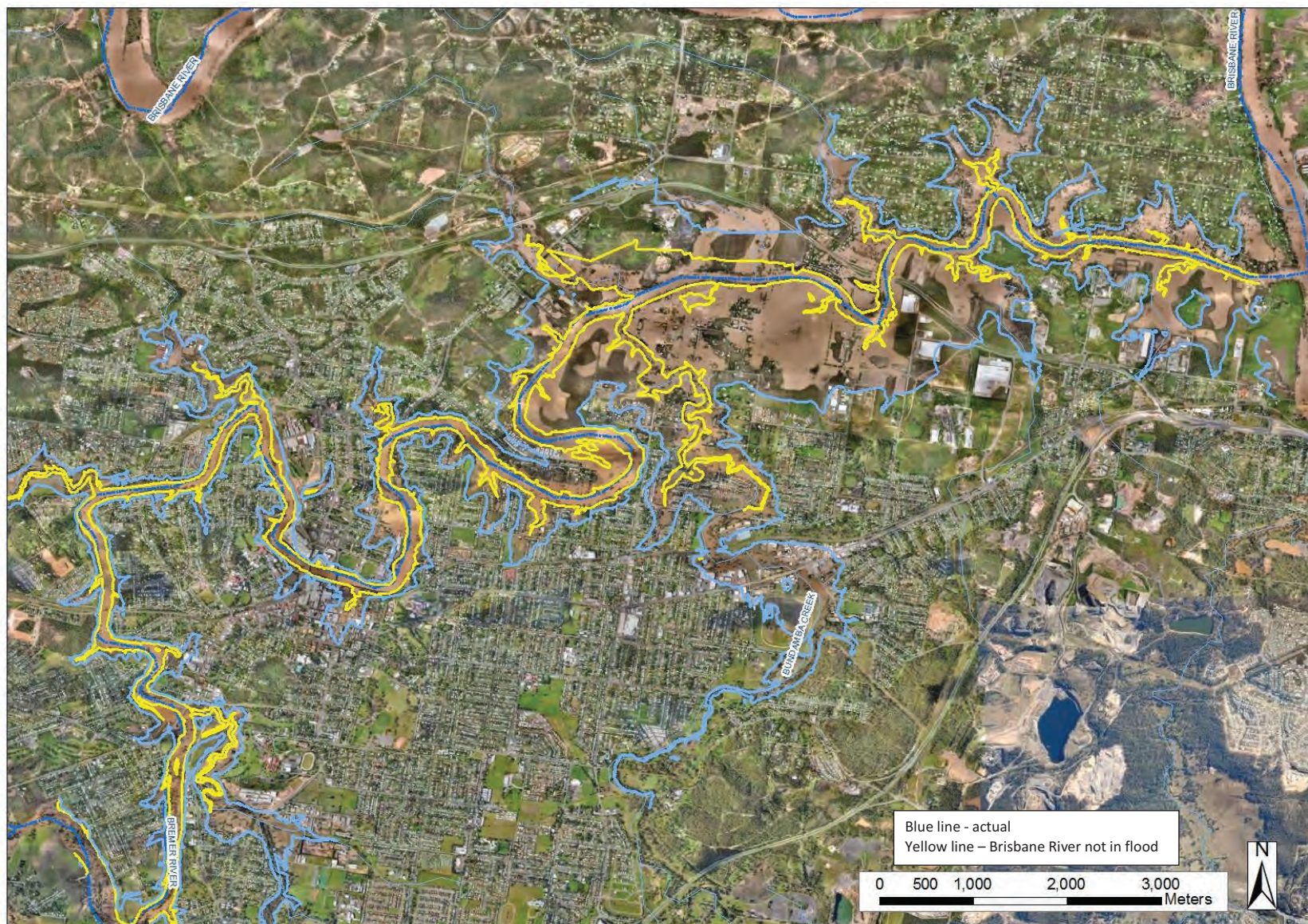


Figure 8.1 Modelled Bremer River Inundation Extents for the January 2011 Event With and Without High Brisbane River Tailwater

9 BRISBANE RIVER INUNDATION

Areas of Ipswich City downstream of the Bremer River – Brisbane River confluence were inundated by the Brisbane River during the January 2011 event.

9.1 The Brisbane River Catchment Above Wivenhoe Dam

- Wivenhoe Dam experienced significant inflows over the period 9th (Sunday), 10th (Monday) and 11th (Tuesday) of January associated with rainfall in the catchment above Wivenhoe during this same period.
- Rainfall commenced at approximately 06:00 on the 9th (Sunday) of January.
- These inflows contributed to a peak outflow from Wivenhoe occurring at approximately 00:00 (midnight) on the 12th (Wednesday) of January.
- Significant Wivenhoe discharges occurred greater than 24 hours after the commencement of the rainfall event that lead to the significant inflows into Wivenhoe dam. Therefore, any inundation directly associated with the Brisbane River flows below Wivenhoe dam would be attributable to the rain event that commenced at approximately 06:00 9th January (and indeed earlier rainfall).

9.2 Brisbane River Catchment Below Wivenhoe Dam

- No rainfall was recorded at the Brisbane Rainfall Gauge within the 24 hours preceding the peak Brisbane River level.
- A significant rainfall event occurred at Tallegalla in the Upper Bremer River catchment between approximately 06:00 and 15:00 on 11th January.
- Figure 7-3 shows the rapid response of the Bremer River at Walloon to the Tallegalla rainfall.
- The available gauging information presented in Figure 7-4 indicates that in terms of peak flow, the Bremer River contributed of the order of 15-25% of the Brisbane River flow. This is a necessarily imprecise figure because it is based on derived discharge information (which is both incomplete and in any event imprecise) and there are additional catchments contributing to both the Brisbane and Bremer River flows downstream of these gauges.
- Due to high Brisbane River tailwater levels there would have been some attenuation of the peak flow rate in the lower reaches of the Bremer River.
- This means that the overall contribution of water from the Bremer River to the Brisbane River (in terms of peak flow) is likely to be less than the estimate above. Based on the data currently available it is not possible to quantify how much less.

10 CONCLUSIONS

10.1 Bremer River Inundation

From our review of the available data for the January 2011 event we have formed the following opinions with regard to Bremer River inundation in the Ipswich area:

- Heavy rainfall commenced within the Bremer River Catchment at approximately 0600 hrs 11 January 2011.
- The Bremer River peaked at the One Mile Gauge at 0100 hrs 12 January (19 hrs later).
- The Bremer River peaked at the Ipswich Gauge at 1300 hrs 12 January (29 hrs later).
- There are some locations upstream of Ipswich where in our opinion the levels of the Bremer River are unlikely to be affected at all or materially affected by the effect of the Brisbane River tailwater. As mentioned above, without the model referred to in Section 8.2 we are not presently able to identify the upstream extent of the effect of the tailwater. We have however, in Schedule C to this report identified those properties, which, without the benefit of that modelling we are confident that any flooding would be unaffected by the influence of the tailwater of the Brisbane River.
- Bremer River water levels within the lower reaches were impacted by high Brisbane River tailwater levels. These properties are included in Schedule B Part 1 as indicated below.
- Preliminary modelling showed that the Brisbane River tailwater level substantially increased water levels in the lower Bremer River.

10.2 Site Specific Issues

As mentioned at the outset Water Technology has identified from within the properties listed in Schedule B Part 1 a number of properties where, in addition to flooding as described under the preceding heading, it is possible flooding may have occurred by some different mechanism.

These properties have been identified as requiring further investigation based upon site specific criteria including proximity to elevated floodplain features and potentially restrictive drainage culverts/channels.

These properties will be the subject of further investigations which will be reported upon separately. They have been listed in Schedule B Part 3.

10.3 Brisbane River Inundation

From our review of the available data for the event of January, 2011 we have formed the following opinions with regard to direct Brisbane River inundation in the Ipswich area:

- Damage directly associated with Brisbane River inundation generally in the Goodna area post 06:00 on the 12th (Wednesday) of January has been caused by "flood".
- A small proportion of the overall depth of the Brisbane River generally in the Goodna area pre 06:00 on the 12th (Wednesday) may be partially attributable to rainfall that fell within the catchments downstream of Wivenhoe Dam in the preceding 24 hours.
- Thereafter, the Brisbane River water level continued to rise steadily to its peak level recorded (at the Moggill Gauge) at approximately 15:00 on the 12th (Wednesday) January.

The properties referred to above are generally in the Goodna area and inundated by flood are identified in Schedule A.

As mentioned above, it is possible that some individual properties within the list in Schedule A similarly may have been affected by stormwater runoff, either because of their particular location or because of characteristics unique to those properties. Further investigations would be required to identify the existence of properties which fall into this category, if any. Water Technology has been instructed to seek to identify any properties that fall within this category. It has not been possible at the time of writing this report to identify any such properties.

10.4 Schedule B

Schedule B lists the sites where it has not been possible to formulate an opinion at the time of provision of this report. It includes properties inundated by that part of the Bremer River which was affected by the elevated Brisbane River tailwater (Schedule B Part 1) and properties which appear to be outside the inundation zone (Schedule B Part 2) but which may or may not be subject to the same inundation mechanism in respect of the properties listed in Schedule B part 1.

11 REFERENCES

Bureau of Meteorology, 2011, Special Climate Statement 24, “Frequent heavy rain events in late 2010/early 2011 lead to widespread flooding across eastern Australia”. First issued 7th January, 2011, Updated 25th January, 2011.

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Queensland Government Natural Resources and Water, 2008, “Queensland Urban Drainage Manual”, Second Edition.

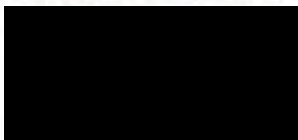
Queensland Reconstruction Authority Interactive mapping tool

(<http://qldreconstruction.org.au/your-community-reconstruction-updates/interactive-map>)

Queensland Government, June 2003, “Mitigating the Adverse Impacts of Flood, Bushfire and Landslide - State Planning Policy Guideline SPP1/03”.

12 AUTHORS QUALIFICATIONS

The author of this report is [REDACTED]. In arriving at my opinions in this report, I have been assisted by the following Water Technology staff who have carried out certain work under my direction and supervision:



I have reviewed their work and the opinions expressed in this report are my own.

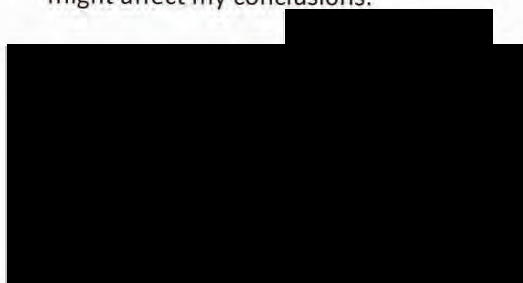
Details of qualifications are provided in Table 12-1 below.

Table 12-1 Authors Qualifications

Full Name	Stephen Quinton Clark
Job Position	Director
Location	Brisbane, Queensland
Qualifications	Bachelor of Civil Engineering (Hons), UQ, 1988 Master of Engineering Science, UQ, 1999 National Professional Engineers Register (NPER) Registered Professional Engineer Queensland (RPEQ)
Key Areas of Relevant Expertise	Hydrologic and hydraulic engineering, floodplain management and flood warning

This report contains my preliminary views on the January, 2011 flood event within the Ipswich Local Government Area. It is preliminary essentially because not all inspections have been completed and not all relevant data is available. In due course should you wish it, I will prepare a final report after the completion of those further investigations (by me or by others). That report, that has been requested by CGW, should be prepared in the form required by the rules of court for an expert witnesses report, given the possibility of litigation arising.

However, subject to those further investigations, this preliminary report refers to all material matters of which I am currently aware and could reasonably obtain at the time of writing which might affect my conclusions.



1680-28
14 June 2011



Subject to Legal Professional Privilege
Cooper Grace Ward
Level 21 400 George St
Brisbane QLD 4001

Attn: [REDACTED]

Dear [REDACTED]

SUBJECT: INDEPENDENT ANALYSIS – WATER INUNDATION – IPSWICH REGION

We refer to our report dated March 2011 (the report) and subsequent letters of 14 March, 20 March, 25 March, 29 March, 6 April, 14 April 2011, two letters of 19 April 2011, 6 May 2011, 16 May 2011, 19 May 2011 and 6 June 2011.

The purpose of this update is to report on Water Technology's further investigations into the likely cause of Bremer river inundation within the city of Ipswich.

1.0 Background

Section 7 of the report contained the following discussion:

"Figure 7.1, Figure 7.2 and Table 7.1 provide an indication of the impact of the Brisbane River on Bremer River flood levels. In particular, Figure 7.2 indicates that

- There is a clear peak in water level for the Walloon alert gauge at 1700 11 January 2011 associated with the peak flow from the Bremer River catchment.
- The One Mile gauge peak level (at 0100 12 January) is associated with the combined effects of peak flow from the Bremer River and increased Brisbane River levels from the junction of the Bremer and Brisbane Rivers.
- The peak water level for the Bremer River at Ipswich (1300 12 January) occurs just slightly before the peak water level at the Brisbane River Moggill Gauge occurs (1500 12 January).
- The general shape of the gauge record for the Bremer River at Ipswich is similar to the general shape of the Brisbane River gauge record at Moggill. This indicates that water levels at the Ipswich gauge are significantly influenced by the Brisbane River "Tailwater". Tailwater in this instance refers to elevated Brisbane River levels at the Brisbane and Bremer River junction leading to an elevation of water levels in the Bremer River. Without the model referred to in Section 8.2 we are not presently able to identify the extent of the effect of that tailwater upstream of the Ipswich gauge.

There are some locations upstream of Ipswich where in our opinion the levels of the Bremer River are unlikely to be affected at all or materially affected by the effect of the Brisbane River tailwater. As mentioned above, without the model referred to in Section 8.2 we are not presently able to identify the upstream extent of the affect of the tailwater. We have however, in Schedule C to this report identified those properties, which, without the benefit of that modelling we are confident that any flooding would be unaffected by the influence of the tailwater of the Brisbane River.”

Since the preparation of the report, Water Technology has now been provided with the Brisbane River Mike 11 model and other relevant information. This model has been used to further investigate the impact of the Brisbane River on Bremer River flood levels as is discussed in the following sections.

2.0 Previous Analysis

The report presented the results of the preliminary analysis of the Bremer River undertaken prior to Water Technology having access to the Brisbane River Mike 11 model. This previous analysis also utilised a Mike11 model developed from terrain information and preliminary discharge estimates for the January 2011 event in the Bremer River that were available to the Water Technology at the time.

This model was checked for broad consistency to the recorded inundation levels in Ipswich.

Section 8 of the report states:

“Figure 8.1 shows the modelling results. The following is of note with respect to Figure 8.1:

- The blue line provides a good representation (when compared available flood imagery www.nearmap.com.au and the Queensland Reconstruction Authority Interactive mapping tool (<http://qldreconstruction.org.au/your-community-reconstruction-updates/interactive-map>) of the recorded inundation extent.
- The yellow line shows that, based upon the modelling assumptions, without elevated Brisbane River levels, Bremer River flows would have been essentially confined within bank.
- The majority of properties that were inundated by river water are located between the two river level estimates.

The approach adopted provides a reasonable estimate of the extent of the Bremer River inundation making an assumption that there were not elevated water levels within the Brisbane River, but conservative in the sense that it shows the level below which the Bremer River would not have fallen making that assumption. For a more accurate estimate the previously developed model should be used or alternatively this current model could be calibrated.”

3.0 Water Technology’s Further Analysis

While the above original analysis was conducted using the best available information, Water Technology’s subsequent analysis has had the benefit of substantial further information which only became available after the original analysis was performed, including:

- The Brisbane River Mike11 model (provided by Brisbane City Council), which contained important information that Water Technology did not have access to (for example Water Technology did not have any information about characteristics of any of the river systems below the water level when performing the original analysis),
- LIDAR terrain information (provided by DERM) covering the area under consideration, which was much more detailed than the terrain information Water Technology had access to when performing the original analysis,

- SEQWater's submission to the Queensland Floods Commission of Inquiry "January 2011 Flood Event – Report on the operation of Somerset Dam and Wivenhoe Dam" 2 March 2011, which contained information (particularly with regard to Bremer River catchment inflows) that was not available at the time of the original analysis.

Following receipt of the above information, Water Technology undertook a further analysis of the inundation mechanisms along the length of the Bremer River. Please note that for the purposes of this investigation, the area of interest is defined as the Bremer River from Amberley to the junction with the Brisbane River.

The steps that were carried out by Water Technology to complete this further analysis are as follows:

1. The Brisbane River Mike11 model provided by Brisbane City Council was established on Water Technology's system.
2. The Brisbane River model is large and covers from Wivenhoe Dam wall to the mouth of the Brisbane River together with a selection of major tributaries to the Brisbane River downstream of Wivenhoe Dam wall. Water Technology therefore simplified the model structure in the area of interest ie the Bremer River from Amberley to its junction with the Brisbane River. The revised model structure is shown in Attachment A.
3. The inflow of water into the Bremer River from the catchment (upstream of the Bremer River / Warrill Creek junction) in the relevant period was fed into the model. These inflows were based on a combination of gauge observations and information presented in SEQWater's submission to the Queensland Floods Commission of Inquiry "January 2011 Flood Event – Report on the operation of Somerset Dam and Wivenhoe Dam" 2 March 2011.
4. The inflow of water into the Brisbane River from both Wivenhoe Dam and Lockyer Creek based on information presented in SEQWater's submission to the Queensland Floods Commission of Inquiry was also fed into the model.
5. The model was used to simulate the January 2011 flood event over the period 8 January 2011 to 14 January 2011. This enabled time histories of water levels for the January 2011 event at various locations throughout the Brisbane and Bremer River system to be produced.
6. The time histories of water level as produced by the model were checked against water levels as recorded at gauging stations.

In particular, water levels as recorded on the Brisbane River at the Moggill Gauge and the Bremer River at the One Mile, Brassall and Ipswich gauges were examined in detail. In addition, the Bundamba (Hanlon's Bridge) gauge on Bundamba Creek was examined. This gauge is located just upstream of the junction of Bundamba Creek and the Bremer River and (for this particular event) provides an accurate indication of elevated Bremer River water levels.

The general shape and peak water levels recorded at the Brassall gauge are inconsistent with the One Mile Creek gauge and Ipswich gauge records suggesting that there is some inaccuracy in the Brassall Gauge record. The source of these inconsistencies has not been examined, but the Brassall gauge record has not been used for detailed comparisons.

7. Other sources of information used to check the model predictions included the inundation information provided by the Insurance Council of Australia and the flood photography available through www.nearmap.com.
8. The comparison with the available gauge records and other relevant information indicated that the model as received did not reproduce the January 2011 event accurately in the area of interest. Sources of inaccuracy could include any (or all) of the following:

- a. Uncertainty in catchment inflows,
 - b. Uncertainty in the original model accuracy through the area of interest,
 - c. Modifications to the terrain since model establishment,
9. In order to accurately reproduce the observed water levels for the January 2011 event, the hydraulic “roughness” of the model throughout the Bremer River was adjusted in order to ensure accurate representation of gauged water levels across the full range of water levels experienced.
10. For example, it was observed that the peak water level on the Brisbane River at the Moggill Gauge was approximately 1.7m lower than the peak water level of the Bremer River as indicated by the Bundamba (Hanlons Bridge) gauge. Given the closeness of these two gauges this appeared to be an anomaly.
11. Water Technology took steps to verify that these recorded peak water levels were correct. These steps included:
 - a. Conducting a detailed comparison of the Ipswich, Bundamba (Hanlon St) and Moggill gauge records over the period of the January 2011 event,
 - b. Comparing the recorded inundation extent reported by the Insurance Council of Australia with the topographic data,
 - c. Reviewing available information on flood surface profiles through this area from previous flood events (eg 1974).
12. Having confirmed that the recorded peak water levels were consistent with other data, Water Technology investigated the possibility that cross section data included in the Brisbane River Mike11 model may have been missing key (restrictive) cross sections in the lower reaches of the Bremer River. Water Technology did this by comparing cross section data within the received model to topographic information (based on LIDAR). This analysis confirmed that the cross section data in the received model was consistent with topographic information in the area considered.
13. Having confirmed the above matters, Water Technology considered adjusting other parameters in the model to replicate the behaviour referred to in paragraph 10 above across the full range of recorded water levels. Ultimately, the adjustment made was to modify the hydraulic roughness around the junction of the Brisbane and Bremer Rivers (which necessitated consequential modifications throughout the rest of the Bremer River model) to replicate the recorded event. The modification that was made was to introduce higher roughness values into the upper levels of the cross sections of the Bremer River.
14. Although there are other variables (in particular Bremer River inflows) I believe it was appropriate to make the adjustments referred to in paragraph 13 for the following reasons:
 - a. Of the possible parameters the greatest uncertainty is associated with roughness because it is inherently difficult to quantify, and the roughness parameter actually incorporates the effect of a large number of varying physical processes (eg topographic features not represented by the cross sections, meandering, obstructions and vegetation).
 - b. It was not possible to replicate in the model both the peak and rising limbs of the observed event through the lower reaches of the Bremer River without modifying the hydraulic roughness description.

- c. There did not appear to be any principled basis to depart from the Bremer River inflow information derived using information contained in SEQWater's submission to the Queensland Floods Commission of Inquiry "January 2011 Flood Event – Report on the operation of Somerset Dam and Wivenhoe Dam" 2 March 2011.
 - d. While not commonly done in Australia, the approach of varying roughness vertically is commonly used internationally in narrow, deep rivers. Relative to the characteristics of most Australian rivers, this section of the Bremer River is quite narrow and therefore, in my opinion, it is appropriate to adopt this international practice.
15. Once the model accurately reproduced the behaviour of the January 2011 event in the area of interest, two further simulations were performed. These were:
 - a. Low Brisbane Tailwater - Water flowing into the Bremer River from the catchment upstream of the junction between Bremer River and Warrill Creek at the rate reported by SEQWater in the period from 8 to 14 January 2011, but assuming typical levels of tailwater in the Brisbane River at the same time;
 - b. Low Flow – normal inflows from both the Bremer and Brisbane River catchments.
16. The output of the model following the completion of the simulations is a series of time histories of flows and levels throughout the modelled area for each scenario. These time histories enable the respective contributions from the relevant inputs to be determined, in this case the inputs being the inputs from the inflow into the Bremer River on the one hand, and the Brisbane River tailwater, on the other.

The time histories of water levels at key gauge stations are presented in Attachment B. The thick blue line shows the actual recorded water level at each of the gauges. The thin blue line shows the results of this model recreating the January 2011 event. The red line shows the results of the model using the Low Brisbane Tailwater scenario. The green line shows the results of the model using the Low Flow scenario.

A long section of the Bremer River with the various scenarios plotted is presented in Attachment C. The thin blue line shows the peak water level predicted by this model recreating the January 2011 event. The red line shows the peak water level predicted by this model based on the Low Brisbane Tailwater. The green line shows the peak water level predicted by this model based on the Low Flow. The invert (or base) of the river is also plotted on the long section by a brown line.
17. The results of the simulations were applied to terrain data to generate inundation lines that represent the likely effects of the modelled scenarios.

These inundation lines are presented in Attachment D. The thick blue line shows the inundation extent as provided by the Insurance Council. The red line shows the inundation extent predicted by the model based on the Low Brisbane Tailwater.

4.0 Conclusions

The simulations of the Bremer River conducted during the course of this analysis should still be regarded as provisional. A comprehensive investigation of the study area would involve a thorough review of the hydrology and hydraulics of the study area and a complete recalibration of the modified Brisbane River Mike11 model.

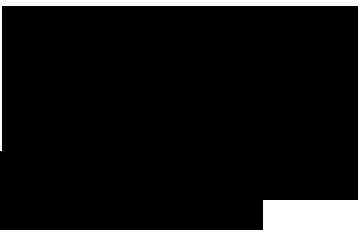
However, in my opinion, the analysis conducted is suitable to provide an indication of the order of magnitude of the effects of the Brisbane River tailwater on inundation within the Bremer River.

Based on the simulations conducted using the modified Brisbane River Mike11 model, attachments B and C indicate that:

- At the One Mile gauge, the elevated Brisbane River levels are predicted to have increased the Bremer River level by approximately 0.5m,
- Attachment C clearly shows the sloping water surface through this reach of the river containing the One Mile gauge, extending down to approximately the Ipswich gauge,
- At the Ipswich gauge, the elevated Brisbane River levels are predicted to have increased the Bremer River level by approximately 4m,
- Attachment C shows the water surface slope “flattening out” as the floodplain broadens downstream of the Ipswich gauge,
- Levels downstream of the Ipswich gauge appear to be controlled by a combination of the tailwater level in the Brisbane River and the restrictive cross sections near the mouth of the Bremer River. For the simulated January 2011 event, the high Brisbane River tailwater appears to be the dominant factor. For the low Brisbane River tailwater simulation, the restrictive cross sections near the mouth appear to be the dominant factor.
- At the Bundamba gauge, the elevated Brisbane River levels are predicted to have increased the Bremer River level by approximately 5m.

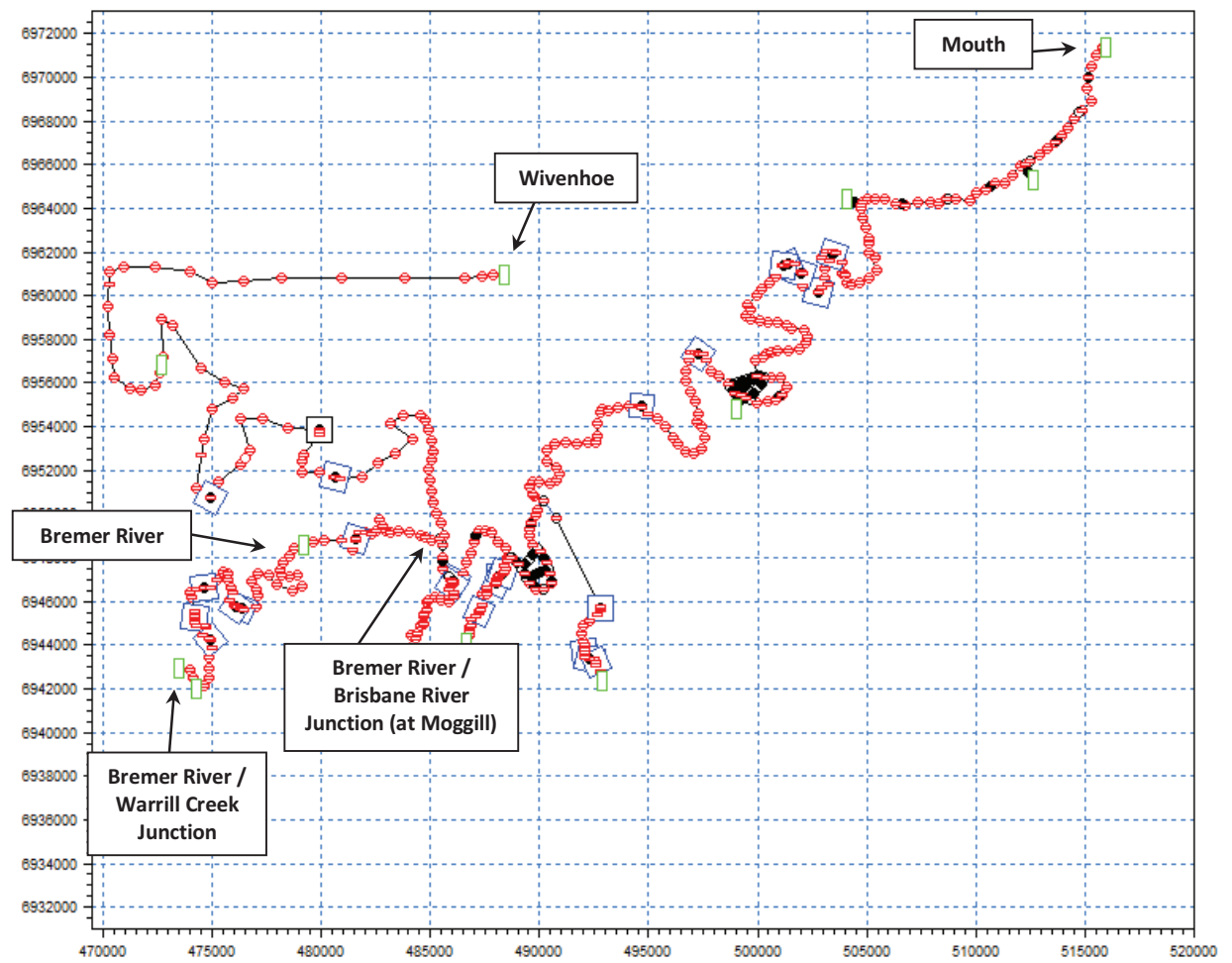
Please do not hesitate to contact me if you have any queries.

For and on behalf of
Water Technology Pty Ltd

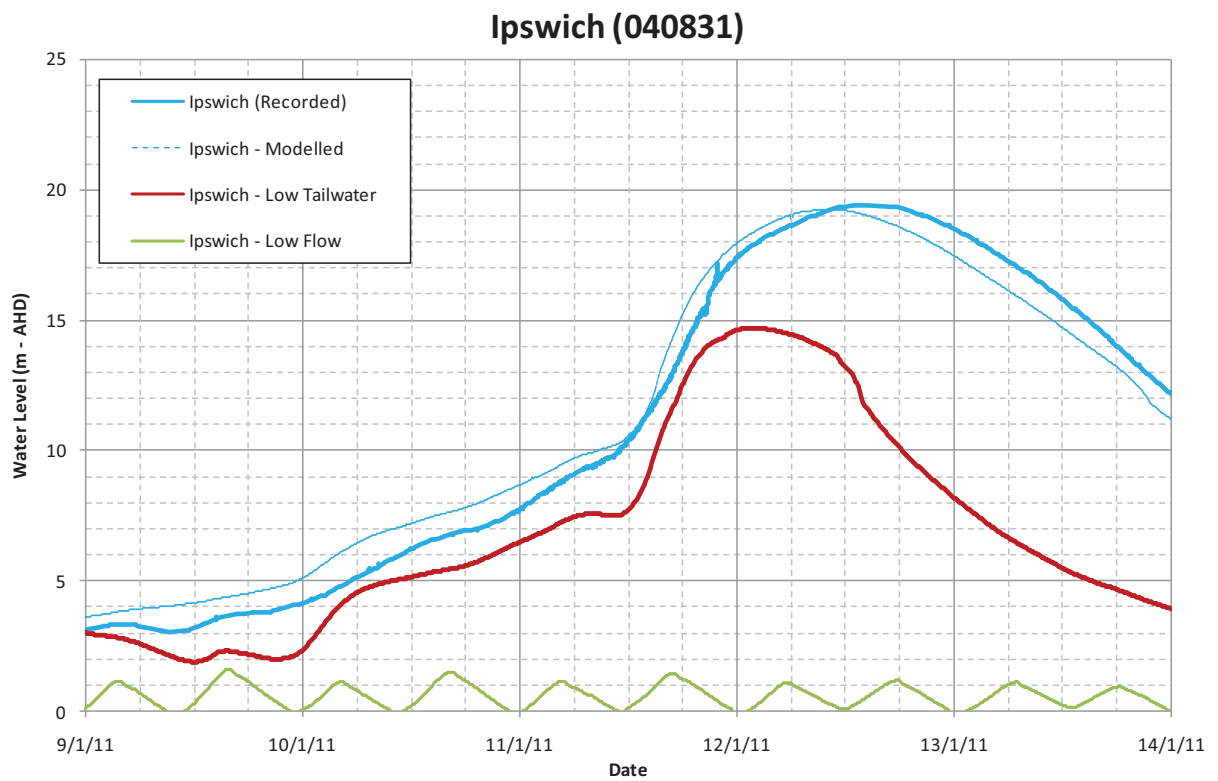
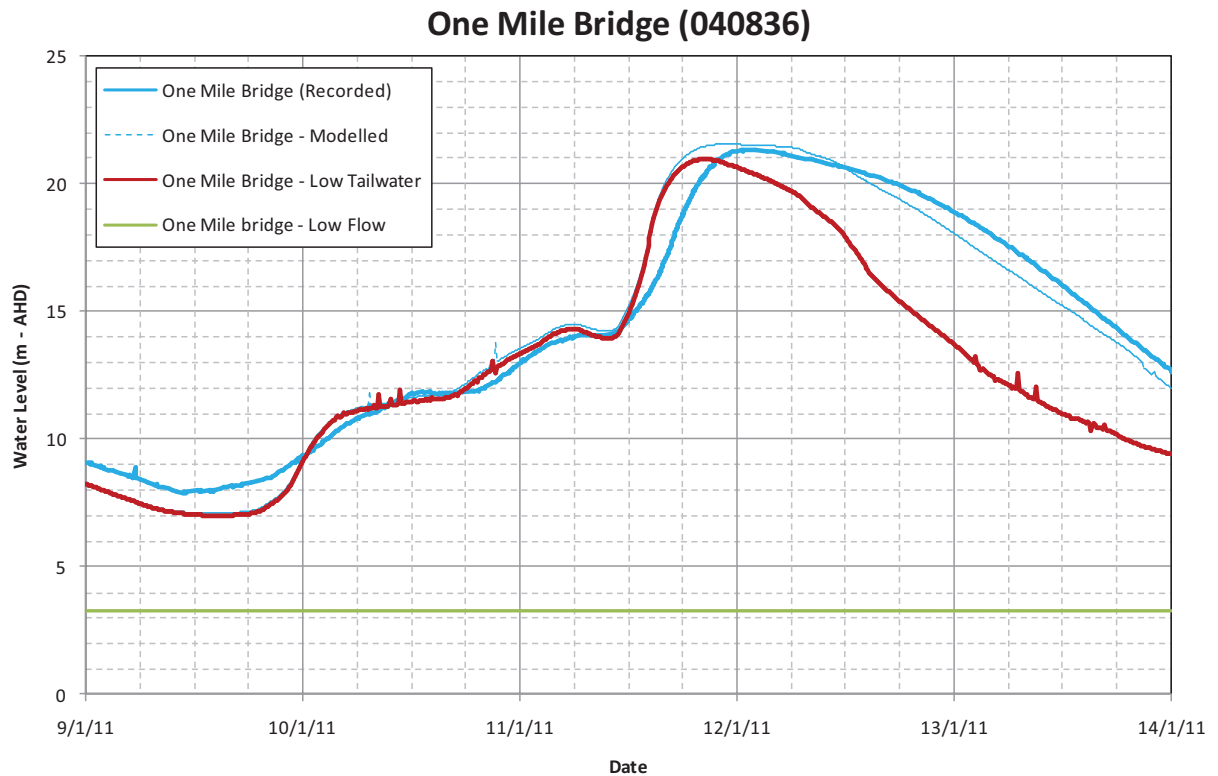


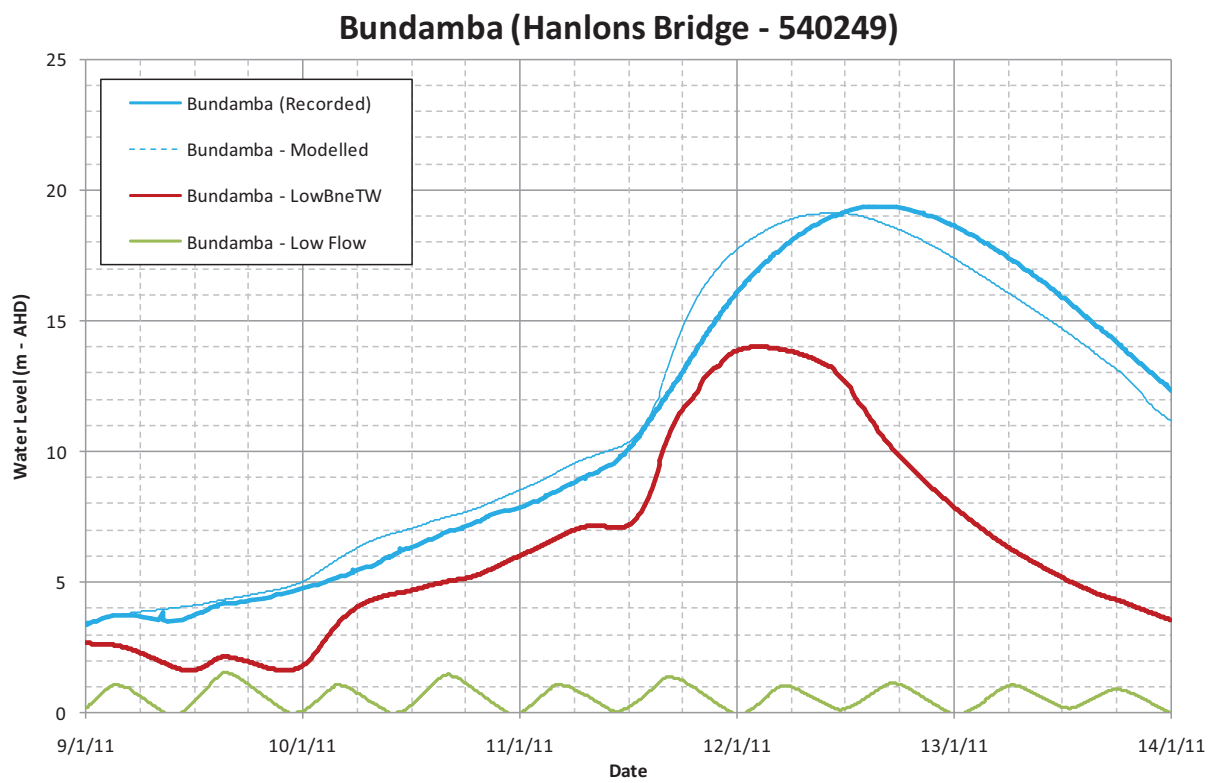
Director

Attachment A – Overview

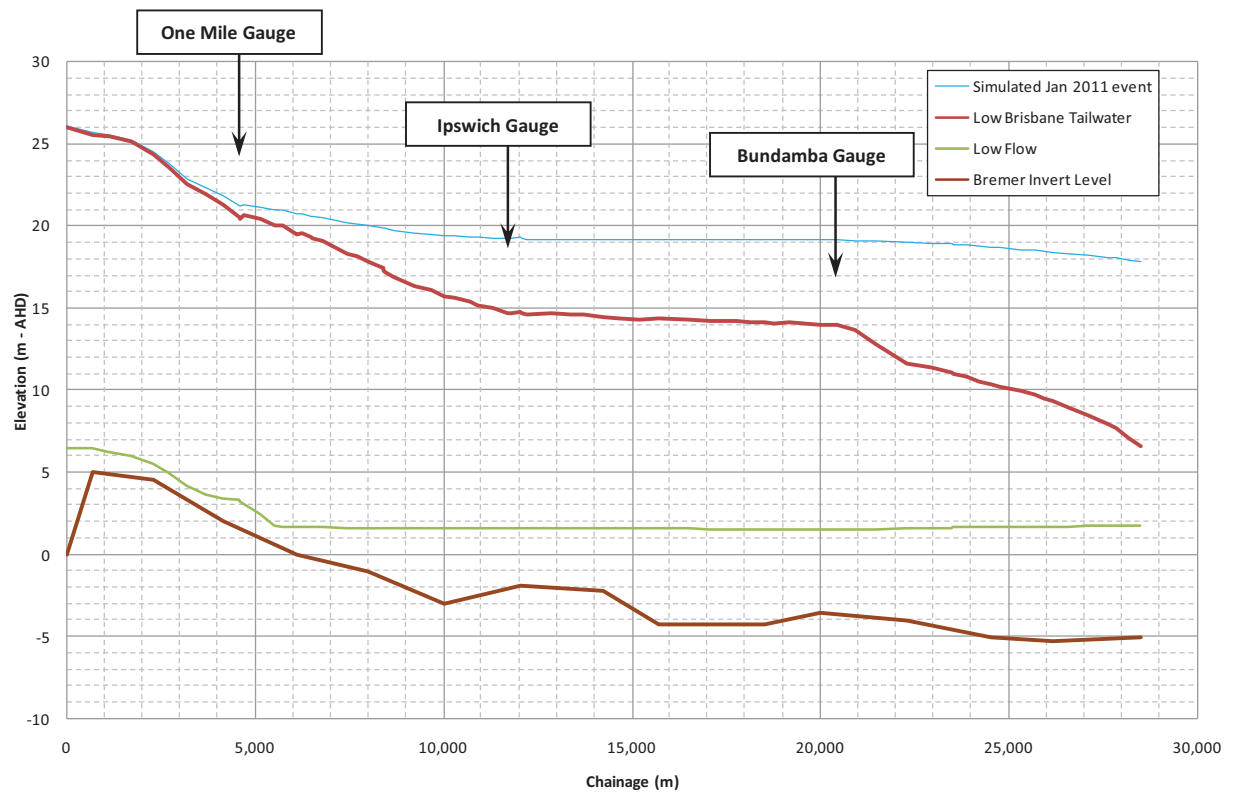


Attachment B Time histories of water level at key gauges





Attachment C – Bremer River Long Section



**Attachment D – Aerial Photographs with inundation lines with the Insurance Council of Australia
Inundation Zone (thick blue line) and flood extents for the Low Brisbane Tailwater
scenario (red line)**



Exhibit 4

Requests for Information

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Michael May

From: [REDACTED]
Sent: Monday, 17 January 2011 1:54 PM
To: Sachi Canning
Subject: FW: Pluviograph data request, BOMQ (J1676-01) [SEC=UNCLASSIFIED]

Hello,

Even though a station isn't a pluviograph station, sometimes BOM can provide in the format of a time stamp for each millimetre of rainfall accumulation.

(see email below)

And in an event, it usually accumulates stuff at small timesteps, so can use like a pluviograph. I'm guessing that's available for "operational" gauges.

Maybe you're already aware of this.

Anyway, this is the last email!

[REDACTED]
Project Engineer

WATER TECHNOLOGY ■ [REDACTED] www.watech.com.au

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From: [REDACTED]
Sent: Wednesday, 5 January 2011 3:53 PM
To: [REDACTED]
Subject: RE: Pluviograph data request, BOMQ (J1676-01) [SEC=UNCLASSIFIED]

Your Reference: J1676-01
Our Reference: 20-44-CW1062

Hello [REDACTED]

Of the rainfall stations you have listed below, only the bottom station is 'continuous' and thus has pluviograph data. The other stations are 'operational'. Please see the information below, which comes from the WRSC notes:

observation interval

The rainfall and evaporation stations included in the catalogue have been classified according to the type of data available from the archive(s). For many stations multiple data types are available resulting in a number of entries in the catalogue for the same station number. The definitions for the classifications are as follows.

1. Continuous
Stations equipped with a recording device that provides a continuous record of rainfall intensity data. These stations are commonly referred to as the 'pluviograph network'.
2. Daily
Stations for which an observation of the total rainfall or evaporation for the 24 hours to 9am is available. The majority of rainfall stations classified as daily are equipped with manually read gauges however increasingly 24 hour observations are being derived from data collected from operational stations and are also being included here.
3. Synoptic
Stations providing discrete observations of total rainfall at some synoptic hours (eg. 6am, 12am and 3pm) in addition to 9am. The observation(s) may be from either a manually read gauge or a recording gauge. These

stations are commonly referred to as the 'synoptic network' and include an increasing number of automatic weather stations (AWS).

4. Operational

Stations providing data for operational services such as the flood warning service. The vast majority of these stations are automated and the data are telemetered. Data may be either continuous, a series of discrete observations at regular intervals or a mixture of daily totals with more frequent observations during periods of flooding. These stations are sometimes referred to as the 'flood warning network'

Walloon Alert-B, and Rosewood Alert are actually owned and operated by SEQWATER, so you will need to contact them in the first instance regarding data from those stations. Unfortunately the WRSC is not completely up to date regarding owners/operators of stations. An up to date list is available on our web site at:

http://www.bom.gov.au/hydro/flood/qld/networks/owner_listing.shtml.

Rosewood TM, Rosewood Wwtp Alert and Tallegalla Alert are partly/wholly owned and operated by the Bureau of Meteorology and we can provide data from those stations, where available, in the format of a time stamp for each millimetre of rainfall accumulation.

The closest Bureau of Meteorology station to Thagoona (7.8 km away) with pluviograph data is Amberley AMO, which has such data from October 1961 to November 2009. There has been a delay in processing this data up to date due to staff shortages.

What time period do you require the data to cover? This data would be provided in a text file format suitable for the MUSIC program.

The cost to extract and provide data from three alert/TM stations would be \$66. The cost to extract and provide the pluviograph data from one station would be \$33.


Please contact me to indicate how you would like to proceed.

Regards,

[Redacted]

[Redacted] Meteorologist
Bureau of Meteorology | QLD Climate Services Centre
GPO Box 413, Brisbane QLD 4001

climate.qld@bom.gov.au | <http://www.bom.gov.au>

 Please consider the environment before printing this e-mail.

We are constantly working to improve our service, and appreciate your feedback.

Please go to <http://www.bom.gov.au/climate/feedback/qld.shtml> to complete our 2-minute survey.

From: [Redacted]
Sent: Friday, 24 December 2010 10:24
To: Climate.QLD
Subject: Pluviograph data request, BOMQ (J1676-01)

Hi,

We are interested in obtaining pluviograph data for the suburb of Thagoona (in Ipswich City Council)

I used the WRSC to locate the 10 nearest rainfall stations, which gave the following list:

746124

540196

BOMQ (Qld)

Walloon Alert-B

Operational

745607

40736

BOMQ (Qld)

Rosewood TM

Operational

746121

540193

BOMQ (Qld)

Rosewood Alert

Operational

746184

540313

BOMQ (Qld)

Rosewood Wwtp Alert

Operational

745602

40503

BOMQ (Qld)

Tallegalla Alert

Operational

745603

40503

BOMQ (Qld)

Tallegalla Alert

Operational

668835

540034

NRW (QLD)

Warrill Ck. GS143108A

Continuous

Would the operationalgauges have any pluviograph data?

Are there any other nearby pluviograph gauges?

How much would this data cost?

We would be interested in all available pluviograph records, and wed be wanting the data in a .txt or .csv file format.

Regards,

[Redacted Signature]

Project Engineer



WATER TECHNOLOGY

WATER GAUGING, ENVIRONMENTAL CONSULTANTS **WATER TECHNOLOGY Celebrating 10 years in 2010**

93 Boundary Street, PO Box 5700,

West End Queensland Australia 4101

tel: [Redacted]
[Redacted]



web: www.watech.com.au

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[REDACTED]

From: [REDACTED]
Sent: Friday, 7 January 2011 5:03 PM
To: DADS Hydstra Support
Subject: DERM WaterShed data request

Categories: Red Category

Hello,
this is a courtesy message to inform that your recent data request lodged either through DERM's WaterShed service or directly with WQA is presently queued for processing. We do apologise for a delay in responding to your request, however it is anticipated that it will be actioned over the coming weekend or early next week. Your patience is appreciated, please do advise if you have any concerns or queries.

If you have an urgent data request with respect to current flooding in Queensland, please advise us immediately at DADSHydstraSupport@derm.qld.gov.au or by telephoning us directly on the number below.

FYI, please also note that streamflow data for up to the previous fortnight is continually updated and always available from DERM's Streamflow monitoring website 24 hours a day, 7 days a week:

http://www.derm.qld.gov.au/water/monitoring/current_data/map_qld.php

If this service is able to fulfil your data request, please advise accordingly.

Thanking you,
Ralph deVoil.
A/ Project Officer, Water Quality and Accounting

[REDACTED]
[REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

+-----+

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+

[REDACTED]

From: [REDACTED] on behalf of REQNSW [reqnsw@bom.gov.au]
Sent: Tuesday, 18 January 2011 8:39 AM
To: [REDACTED]
Subject: Data Quote RE: QLD Rainfall Data [SEC=UNCLASSIFIED]
Attachments: qld_rain_aws.xls

Hi [REDACTED]

Thanks for your request. Due to operational priorities in Queensland relating to the flooding event, there will be a delay in being able to access data from the Queensland hydrological network. In the meantime, we are able to offer high resolution data from the climate network of automatic weather stations.

This quote is for the following description of available data:

Hourly/half hourly rainfall data for the sites attached, from Dec 2010 to present.

(27045, 27054, 27058, 27073, 27075, 28004, 28008, 29038, 29039, 29058, 29063, 29077, 29127, 29141, 29167, 30022, 30124, 30161, 31011, 31037, 31209, 31210, 31213, 32037, 32040, 32141, 33002, 33045, 33106, 33119, 33195, 33210, 33247, 33294, 33295, 33307, 33308, 35124, 35129, 35139, 35264, 36031, 36034, 37010, 37034, 37036, 37039, 38026, 39059, 39066, 39083, 39089, 39123, 39128, 39326, 40004, 40043, 40068, 40082, 40093, 40126, 40211, 40284, 40405, 40555, 40651, 40717, 40764, 40842, 40861, 40908, 40913, 40922, 40958, 40983, 40988, 41097, 41175, 41359, 41522, 41525, 41529, 42112, 43091, 43109, 44021, 45009, 45025)

There is a fee of:

- \$58.00 (GST inclusive) for the request returned by email.

Please note:

- We endeavour to supply your data within five (5) working days of receipt of payment, and earlier where possible (subject to data availability), however data may take up to 10 days during busy periods.
- **Urgency Fee:** An additional charge of **\$112.00** (GST inclusive) is payable if you require the data to be supplied within one (1) working day of payment being made.
- Data will be supplied in text (.txt) format unless you specify PDF format.
- We do not invoice. We ask for pre-payment. Payment can be made by credit card (VISA, Mastercard or AMEX. NO Diners Club accepted) or cheque.
- If paying by credit card, please provide your card number and expiry date. You can email these to climate.nsw@bom.gov.au or call and ask for me on (02) 9296 1500 with your details. **Credit card details are destroyed after use.**
- Cheques can be made out to the 'Collector of Public Monies' and addressed to the 'Bureau of Meteorology'; PO BOX 413, Darlinghurst, NSW 1300.
- If we receive no response within 14 days, your request will be cancelled.

Regards,

[REDACTED]
Climate Information Services
Bureau of Meteorology
Email: climate.nsw@bom.gov.au

Contact Hours
Monday to Friday: 10am - 12 noon & 2pm - 4pm
T [REDACTED]

For climate data, maps and services go to <http://www.bom.gov.au/climate/>
For further information on charges for data services, please see:
http://www.bom.gov.au/climate/how/climate_charges.shtml

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All data purchased is subject to Copyright Laws. Data is provided for your internal use only and on-selling or redistribution is prohibited.

We do not guarantee completeness of the data record.

From: [REDACTED]
Sent: Monday, 17 January 2011 12:55
To: Climate.QLD
Subject: QLD Rainfall Data

Hi we're trying to get the hourly rainfall data for every gauge in QLD, from the beginning of December to the present.

The data is required for insurance reports which we have been commissioned to do, and need the data ASAP. Could you please supply a quote and approx. time for delivery. If possible we will pay extra for a priority service.

Regards

[REDACTED]
Project Engineer



WATER TECHNOLOGY 93 Boundary Street,
West End, Brisbane Australia 4101

[REDACTED]
web: www.watech.com.au

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[REDACTED]

From: [REDACTED] > on behalf of REQNSW
<reqnsw@bom.gov.au>
Sent: Tuesday, 18 January 2011 10:48 AM
To: [REDACTED]
Cc: Accounts
Subject: Climate Data Files [SEC=UNCLASSIFIED]
Attachments: sc_taxinvoice.pdf; sc_rainfall.zip

Hi [REDACTED]

Attached are your files containing hourly/half hourly rainfall data for all Queensland AWS's, for Dec 2010 to present.

I will let you know when we are able to provide the Bureau warnings that were issued during the event as soon as I hear back from our National Crisis Management Team.

A **tax invoice** for data received is attached to this email.

Instructions to open your data files are included below.

We are always trying to improve our service, and would like your help.
To share your views with us, please complete our [online feedback](#) form.

Any further queries, please email me back at climate.nsw@bom.gov.au

Regards,
[REDACTED]

Climate Information Services
Bureau of Meteorology
Email: climate.nsw@bom.gov.au

Contact Hours
Monday to Friday: 10am - 12 noon & 2pm - 4pm
Tel: [REDACTED]

For climate data, maps and services go to <http://www.bom.gov.au/climate/>

Instructions: How to 'unzip' your data files

1. Double-click the ZIP file in your email attachment
2. A window will open to show you the files inside - these are text (.txt) files.
3. Drag each of the .txt files from the window to a location on your computer.

Instructions: Importing the .txt files into Microsoft Excel

1. Open Microsoft Excel
2. Select 'File' > 'Open'.
3. In the 'Open' window ensure 'Files of Type' is set to 'All Files'
4. Navigate to the location where you unzipped your files
5. Select the text file containing '..._Data_...'. Click 'Open'
6. The 'Text Import Wizard' will appear
7. In the 'Text Import Wizard Step 1 of 3' choose 'Delimited' then click the 'Next' button
8. In the 'Text Import Wizard Step 2 of 3' choose 'Comma' then click the 'Next' button
9. In the 'Text Import Wizard Step 3 of 3' click 'Finish'
10. The data will now appear in your spreadsheet

A description of your unzipped data files

- The text file containing the word '**Data**': holds your requested data. The file is comma separated for importing into your spreadsheet software (e.g. Excel)
- The text file containing the word '**Notes**': includes information relating to the file format and quality of the requested data. This file can be opened in word processing software (e.g. Word, Notepad)
- The text file containing the word '**StnDet**': includes important information on the recording station (station name, latitude & longitude, elevation & when the station opened). This file can be opened in word processing software (e.g. Word, Notepad)

Disclaimer

All due care has been taken to minimise transmission of any computer virus with your data, however, the Bureau of Meteorology cannot accept responsibility for any virus received during transmission of data or otherwise.

All data purchased is subject to [Copyright Laws](#). Data is provided for your internal use only and on-selling or redistribution is prohibited.

We do not guarantee completeness of the data record.

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 18 January 2011 9:12 AM
To: 'REQNSW'
Subject: RE: Data Quote RE: QLD Rainfall Data [SEC=UNCLASSIFIED]

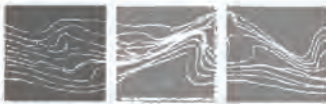
Thankyou [REDACTED]

I will be calling through shortly with credit card details.

Is it also possible to get a list of all of the BOM warnings that were put out in QLD for the same period?

Regards

[REDACTED]
Project Engineer



WATER TECHNOLOGY
WATER, COASTAL & ENVIRONMENTAL CONSULTANTS

WATER TECHNOLOGY 93 Boundary Street,
West End, Brisbane Australia 4101

tel: [REDACTED]

fax: [REDACTED]

web: www.watech.com.au

Confidentiality & Privilege Notice

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From: [REDACTED] **On Behalf Of REQNSW**
Sent: Tuesday, 18 January 2011 8:39 AM
To: [REDACTED]
Subject: Data Quote RE: QLD Rainfall Data [SEC=UNCLASSIFIED]

Hi [REDACTED]

Thanks for your request. Due to operational priorities in Queensland relating to the flooding event, there will be a delay in being able to access data from the Queensland hydrological network. In the meantime, we are able to offer high resolution data from the climate network of automatic weather stations.

This quote is for the following description of available data:

Hourly/half hourly rainfall data for the sites attached, from Dec 2010 to present.

(27045, 27054, 27058, 27073, 27075, 28004, 28008, 29038, 29039, 29058, 29063, 29077, 29127, 29141, 29167, 30022, 30124, 30161, 31011, 31037, 31209, 31210, 31213, 32037, 32040, 32141, 33002, 33045, 33106, 33119, 33195, 33210, 33247, 33294, 33295, 33307, 33308, 35124, 35129, 35139, 35264, 36031, 36034, 37010, 37034, 37036, 37039, 38026, 39059, 39066, 39083, 39089, 39123, 39128, 39326, 40004, 40043, 40068, 40082, 40093, 40126, 40211, 40284, 40405, 40555, 40651, 40717, 40764, 40842, 40861, 40908, 40913, 40922, 40958, 40983, 40988, 41097, 41175, 41359, 41522, 41525, 41529, 42112, 43091, 43109, 44021, 45009, 45025)

There is a fee of:

- \$58.00 (GST inclusive) for the request returned by email.

Please note:

- We endeavour to supply your data within five (5) working days of receipt of payment, and earlier where possible (subject to data availability), however data may take up to 10 days during busy periods.

- **Urgency Fee:** An additional charge of **\$112.00** (GST inclusive) is payable if you require the data to be supplied within one (1) working day of payment being made.
- Data will be supplied in text (.txt) format unless you specify PDF format.
- We do not invoice. We ask for pre-payment. Payment can be made by credit card (VISA, Mastercard or AMEX. NO Diners Club accepted) or cheque.
- If paying by credit card, please provide your card number and expiry date. You can email these to climate.nsw@bom.gov.au or call and ask for me on (02) 9296 1500 with your details. **Credit card details are destroyed after use.**
- Cheques can be made out to the 'Collector of Public Monies' and addressed to the 'Bureau of Meteorology'; PO BOX 413, Darlinghurst, NSW 1300.
- If we receive no response within 14 days, your request will be cancelled.

Regards,

Climate Information Services
Bureau of Meteorology
Email: climate.nsw@bom.gov.au

Contact Hours
Monday to Friday: 10am - 12 noon & 2pm - 4pm
Tel: [REDACTED]

For climate data, maps and services go to <http://www.bom.gov.au/climate/>
For further information on charges for data services, please see:
http://www.bom.gov.au/climate/how/climate_charges.shtml

Disclaimer

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We do not guarantee completeness of the data record.

From: [REDACTED]
Sent: Monday, 17 January 2011 12:55
To: Climate.QLD
Subject: QLD Rainfall Data

Hi we're trying to get the hourly rainfall data for every gauge in QLD, from the beginning of December to the present.

The data is required for insurance reports which we have been commissioned to do, and need the data ASAP. Could you please supply a quote and approx. time for delivery. If possible we will pay extra for a priority service.

Regards

[REDACTED]
Project Engineer



WATER TECHNOLOGY 93 Boundary Street,
West End, Brisbane Australia 4101

web: www.watech.com.au

Confidentiality & Privilege Notice

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[REDACTED]

From: [REDACTED] > on behalf of REQNSW
<reqnsw@bom.gov.au>
Sent: Tuesday, 18 January 2011 8:39 AM
To: [REDACTED]
Subject: Data Quote RE: QLD Rainfall Data [SEC=UNCLASSIFIED]
Attachments: qld_rain_aws.xls
Categories: Yellow Category

Hi [REDACTED]

Thanks for your request. Due to operational priorities in Queensland relating to the flooding event, there will be a delay in being able to access data from the Queensland hydrological network. In the meantime, we are able to offer high resolution data from the climate network of automatic weather stations.

This quote is for the following description of available data:

Hourly/half hourly rainfall data for the sites attached, from Dec 2010 to present.

(27045, 27054, 27058, 27073, 27075, 28004, 28008, 29038, 29039, 29058, 29063, 29077, 29127, 29141, 29167, 30022, 30124, 30161, 31011, 31037, 31209, 31210, 31213, 32037, 32040, 32141, 33002, 33045, 33106, 33119, 33195, 33210, 33247, 33294, 33295, 33307, 33308, 35124, 35129, 35139, 35264, 36031, 36034, 37010, 37034, 37036, 37039, 38026, 39059, 39066, 39083, 39089, 39123, 39128, 39326, 40004, 40043, 40068, 40082, 40093, 40126, 40211, 40284, 40405, 40555, 40651, 40717, 40764, 40842, 40861, 40908, 40913, 40922, 40958, 40983, 40988, 41097, 41175, 41359, 41522, 41525, 41529, 42112, 43091, 43109, 44021, 45009, 45025)

There is a fee of:

- \$58.00 (GST inclusive) for the request returned by email.

Please note:

- We endeavour to supply your data within five (5) working days of receipt of payment, and earlier where possible (subject to data availability), however data may take up to 10 days during busy periods.
- **Urgency Fee:** An additional charge of **\$112.00** (GST inclusive) is payable if you require the data to be supplied within one (1) working day of payment being made.
- Data will be supplied in text (.txt) format unless you specify PDF format.
- We **do not** invoice. We ask for **pre-payment**. Payment can be made by credit card (VISA, Mastercard or AMEX. NO Diners Club accepted) or cheque.
- If paying by credit card, please provide your card number and expiry date. You can email these to climate.nsw@bom.gov.au or call and ask for me on (02) 9296 1500 with your details. **Credit card details are destroyed after use.**
- Cheques can be made out to the 'Collector of Public Monies' and addressed to the 'Bureau of Meteorology'; PO BOX 413, Darlinghurst, NSW 1300.
- If we receive no response within 14 days, your request will be cancelled.

Regards,

[REDACTED]
Climate Information Services
Bureau of Meteorology
Email: climate.nsw@bom.gov.au

Contact Hours
Monday to Friday: 10am - 12 noon & 2pm - 4pm
Tel: [REDACTED]

For climate data, maps and services go to <http://www.bom.gov.au/climate/>
For further information on charges for data services, please see:
http://www.bom.gov.au/climate/how/climate_charges.shtml

Disclaimer

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We do not guarantee completeness of the data record.

From: Sachi Canning [REDACTED]
Sent: Monday, 17 January 2011 12:55
To: Climate.QLD
Subject: QLD Rainfall Data

Hi we're trying to get the hourly rainfall data for every gauge in QLD, from the beginning of December to the present.

The data is required for insurance reports which we have been commissioned to do, and need the data ASAP. Could you please supply a quote and approx. time for delivery. If possible we will pay extra for a priority service.

Regards

[REDACTED]
Project Engineer



WATER TECHNOLOGY 93 Boundary Street,
West End, Brisbane Australia 4101

[REDACTED]
web: www.watech.com.au

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[REDACTED]

From: [REDACTED]
Sent: Tuesday, 18 January 2011 4:42 PM
To: 'REQNSW'
Subject: RE: Climate Data Files [SEC=UNCLASSIFIED]

Hi [REDACTED]

We are now in need of stream flow levels for all Queensland gauges for the same period. Can you send through a quote please.

Regards

[REDACTED]
Project Engineer



WATER TECHNOLOGY 93 Boundary Street,
West End, Brisbane Australia 4101
[REDACTED]

WATER TECHNOLOGY
WATER COASTAL & ENVIRONMENTAL CONSULTANTS

web: www.watech.com.au

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From: [REDACTED] **On Behalf Of** REQNSW
Sent: Tuesday, 18 January 2011 10:48 AM
To: [REDACTED]
Cc: Accounts
Subject: Climate Data Files [SEC=UNCLASSIFIED]

Hi [REDACTED]

Attached are your files containing hourly/half hourly rainfall data for all Queensland AWS's, for Dec 2010 to present.

I will let you know when we are able to provide the Bureau warnings that were issued during the event as soon as I hear back from our National Crisis Management Team.

A tax invoice for data received is attached to this email.

Instructions to open your data files are included below.

We are always trying to improve our service, and would like your help.
To share your views with us, please complete our [online feedback form](#).

Any further queries, please email me back at climate.nsw@bom.gov.au

Regards,
[REDACTED]

Climate Information Services
Bureau of Meteorology
Email: climate.nsw@bom.gov.au

Contact Hours
Monday to Friday: 10am - 12 noon & 2pm - 4pm
[REDACTED]

For climate data, maps and services go to <http://www.bom.gov.au/climate/>

Instructions: How to 'unzip' your data files

1. Double-click the ZIP file in your email attachment
2. A window will open to show you the files inside - these are text (.txt) files.
3. Drag each of the .txt files from the window to a location on your computer.

Instructions: Importing the .txt files into Microsoft Excel

1. Open Microsoft Excel
2. Select 'File' > 'Open'.
3. In the 'Open' window ensure 'Files of Type' is set to 'All Files'
4. Navigate to the location where you unzipped your files
5. Select the text file containing '..._Data_...'. Click 'Open'
6. The 'Text Import Wizard' will appear
7. In the 'Text Import Wizard Step 1 of 3' choose 'Delimited' then click the 'Next' button
8. In the 'Text Import Wizard Step 2 of 3' choose 'Comma' then click the 'Next' button
9. In the 'Text Import Wizard Step 3 of 3' click 'Finish'
10. The data will now appear in your spreadsheet

A description of your unzipped data files

- The text file containing the word '**Data**': holds your requested data. The file is comma separated for importing into your spreadsheet software (e.g. Excel)
- The text file containing the word '**Notes**': includes information relating to the file format and quality of the requested data. This file can be opened in word processing software (e.g. Word, Notepad)
- The text file containing the word '**StnDet**': includes important information on the recording station (station name, latitude & longitude, elevation & when the station opened). This file can be opened in word processing software (e.g. Word, Notepad)

Disclaimer

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All data purchased is subject to Copyright Laws. Data is provided for your internal use only and on-selling or redistribution is prohibited.

We do not guarantee completeness of the data record.

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 25 January 2011 10:11 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Lockyer Data Request

Importance: High

Ken,
I've received a Data Request and telephone call from Sacchi Canning of Watech, this consulting firm requires water level and discharge data for Gauging Stations in the Lockyer with some urgency for processing of insurance claims. However your direction on 19th January 2011 was to suspend action on data requests for the Lockyer, Bremer and Brisbane catchments, could you please advise if the request is able to be actioned?

Regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

+-----+
-----+

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+
-----+

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 20 April 2011 10:56 PM
To: [REDACTED]
Subject: FW: DERM Data Request (Our Ref Job DA-1392)
Attachments: User Licence for Digital Data.pdf; DA1392_CondBal.zip; DA_QUALITY.CSV

From: [REDACTED]
Sent: Tuesday, January 25, 2011 1:01 PM
Subject: DERM Data Request (Our Ref Job DA-1392)

Hi [REDACTED]
I've been in touch with the Director of Water Accounting and DERM will supply data as requested to expedite insurance matters, so I will action your data requests this afternoon. As discussed previously on the telephone, please note that telemetry data is provisional and subject to verification, the quality coding indicates that.

I have already extracted the Condamine- Balonne catchment data, that follows.

Licence

Here is a file containing a User Licence for Digital Data- please read and be aware of its contents before using the data, and if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions:

<<User Licence for Digital Data.pdf>>
Data

Here is the point stage and instantaneous discharge data for the Condamine- Balonne catchments, this is just for stations with telemetry data at this stage.

<<DA1392_CondBal.zip>>

Please note that these records do contain unverified telemetry data (Quality Code 130) which may change with later quality assurance and verification.

Metadata

Quality Code mapping:

<<DA_QUALITY.CSV>>

I will process the other catchments you require this afternoon.

Please advise if you have any queries or concerns.

Regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

[REDACTED]
www.derm.qld.gov.au<<http://www.derm.qld.gov.au>>

+-----+

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 20 April 2011 11:05 PM
To: [REDACTED]
Subject: FW: DERM Data Request (Our Ref Job DA-1392) Part2
Attachments: User Licence for Digital Data.pdf; DA1392BneLock.zip; DA_QUALITY.CSV

Subject to Legal Professional Privilege

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

From: [REDACTED]
Sent: Wednesday, 20 April 2011 8:31 PM
Subject: FW: DERM Data Request (Our Ref Job DA-1392) Part2

From: [REDACTED]
[REDACTED] January 25, 2011 3:02 PM
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part2

Hi [REDACTED]
The second part is attached.

Licence

Here is a file containing a User Licence for Digital Data- please read and be aware of its contents before using the data, and if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions:

<<User Licence for Digital Data.pdf>>
Data

Here is the Brisbane and Lockyer Catchments point stage and instantaneous discharge data, again this is just for stations with telemetry data.

<<DA1392BneLock.zip>>
Please note that these records do contain unverified telemetry data (Quality Code 130) which may change with later quality assurance and verification.

Metadata

Quality Code mapping:

<<DA_QUALITY.CSV>>

Please advise if you have any queries or concerns.

Regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
[REDACTED]
www.derm.qld.gov.au<<http://www.derm.qld.gov.au>>

From: [REDACTED]
Sent: Tuesday, 25 January 2011 1:02 PM
To: 's [REDACTED]
Subject: DERM Data Request (Our Ref Job DA-1392)

Hi [REDACTED]

I've been in touch with the Director of Water Accounting and DERM will supply data as requested to expedite insurance matters, so I will action your data requests this afternoon. As discussed previously on the telephone, please note that telemetry data is provisional and subject to verification, the quality coding indicates that.

I have already extracted the Condamine- Balonne catchment data, that follows.

Licence

Here is a file containing a User Licence for Digital Data- please read and be aware of its contents before using the data, and if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions:

Data

Here is the point stage and instantaneous discharge data for the Condamine- Balonne catchments, this is just for stations with telemetry data at this stage.

Please note that these records do contain unverified telemetry data (Quality Code 130) which may change with later quality assurance and verification.

Metadata

Quality Code mapping:

I will process the other catchments you require this afternoon.

Please advise if you have any queries or concerns.

Regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

[REDACTED]
[REDACTED]
www.derm.qld.gov.au<<http://www.derm.qld.gov.au>>

+-----+

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 25 January 2011 1:02 PM
To: [REDACTED]
Subject: DERM Data Request (Our Ref Job DA-1392)
Attachments: User Licence for Digital Data.pdf; DA1392_CondBal.zip; DA_QUALITY.CSV

Hi [REDACTED]
I've been in touch with the Director of Water Accounting and DERM will supply data as requested to expedite insurance matters, so I will action your data requests this afternoon. As discussed previously on the telephone, please note that telemetry data is provisional and subject to verification, the quality coding indicates that.

I have already extracted the Condamine- Balonne catchment data, that follows.

Licence

Here is a file containing a User Licence for Digital Data— please read and be aware of its contents before using the data, and if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions:

<<User Licence for Digital Data.pdf>>

Data

Here is the point stage and instantaneous discharge data for the Condamine- Balonne catchments, this is just for stations with telemetry data at this stage.

<<DA1392_CondBal.zip>>

Please note that these records do contain unverified telemetry data (Quality Code 130) which may change with later quality assurance and verification.

Metadata

Quality Code mapping:

<<DA_QUALITY.CSV>>

I will process the other catchments you require this afternoon.

Please advise if you have any queries or concerns.

Regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]

Email: [REDACTED]

www.derm.qld.gov.au

+-----+
Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water
+-----+

[REDACTED]

From: [REDACTED] >
Sent: Tuesday, 25 January 2011 3:02 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part2
Attachments: User Licence for Digital Data.pdf; DA1392BneLock.zip; DA_QUALITY.CSV

Hi [REDACTED]
The second part is attached.

Licence

Here is a file containing a User Licence for Digital Data– please read and be aware of its contents before using the data, and if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions:

<<User Licence for Digital Data.pdf>>

Data

Here is the Brisbane and Lockyer Catchments point stage and instantaneous discharge data, again this is just for stations with telemetry data.

<<DA1392BneLock.zip>>

Please note that these records do contain unverified telemetry data (Quality Code 130) which may change with later quality assurance and verification.

Metadata

Quality Code mapping:

<<DA_QUALITY.CSV>>

Please advise if you have any queries or concerns.

Regards,
Ralph deVoil
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]

www.derm.qld.gov.au

From: [REDACTED]
Sent: Tuesday, 25 January 2011 1:02 PM
To: [REDACTED]
Subject: DERM Data Request (Our Ref Job DA-1392)

Hi [REDACTED]
I've been in touch with the Director of Water Accounting and DERM will supply data as requested to expedite insurance matters, so I will action your data requests this afternoon. As discussed previously on the telephone, please note that telemetry data is provisional and subject to verification, the quality coding indicates that.

I have already extracted the Condamine- Balonne catchment data, that follows.

Licence

Here is a file containing a User Licence for Digital Data– please read and be aware of its contents before using the data, and if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions:

Data

Here is the point stage and instantaneous discharge data for the Condamine- Balonne catchments, this is just for stations with telemetry data at this stage.

Please note that these records do contain **unverified telemetry data** (Quality Code 130) which may change with later quality assurance and verification.

Metadata

Quality Code mapping:

I will process the other catchments you require this afternoon.

Please advise if you have any queries or concerns.

Regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]

Email: [REDACTED]

www.derm.qld.gov.au

+-----+

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+

[REDACTED]

From: [REDACTED] u>
Sent: Thursday, 27 January 2011 10:55 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3
Attachments: DA1392_Bund.zip; User Licence for Digital Data.pdf; DA_QUALITY.CSV

Hi [REDACTED]
as discussed, here's the data for those catchments as requested.

We're hoping to launch the new web portal soon as it is in the final stages of development, however our IT team have other priorities at this point. We will email all WQA clients when it becomes available, probably some time next month.

Licence

Attached is a pdf file containing a User Licence for Digital Data— please read and be aware of its contents before using the data, and if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions.

Data

See attached zip file. Please note that these records do contain provisional unverified telemetry data (Quality Code 130) which may change with later verification and quality assurance.

Metadata

A Quality Code mapping is attached (DA_QUALITY.CSV).

Please feel free to let us know if you have any queries, regards,

Ralph deVoi
A/ Project Officer, Water Quality and Accounting

[REDACTED]
Email: ralph.devoil@derm.qld.gov.au
www.derm.qld.gov.au

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Thursday, 27 January 2011 9:00 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part2

Hey [REDACTED]

Is it possible for us to get stream flow and water level data for the Bundaberg region (136 and 137) please. IF not could you put in a request?

Also, has there been any clarification on when the public web portal will be open?

Regards



Project Engineer

+-----+

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Wednesday, 20 April 2011 11:11 PM
To: [REDACTED]
Subject: FW: DERM Data Request (Our Ref Job DA-1392) Part 3
Attachments: DA1392_Bund.zip; User Licence for Digital Data.pdf; DA_QUALITY.CSV

Subject to Legal Professional Privilege

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

From: [REDACTED]
Sent: Wednesday, 20 April 2011 8:31 PM
To: [REDACTED]
Subject: FW: DERM Data Request (Our Ref Job DA-1392) Part 3

From: [REDACTED]
Sent: Thursday, January 27, 2011 10:55 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Hi [REDACTED]
as discussed, here's the data for those catchments as requested.

We're hoping to launch the new web portal soon as it is in the final stages of development, however our IT team have other priorities at this point. We will email all WQA clients when it becomes available, probably some time next month.

Licence

Attached is a pdf file containing a User Licence for Digital Data- please read and be aware of its contents before using the data, and if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions.

Data

See attached zip file. Please note that these records do contain provisional unverified telemetry data (Quality Code 130) which may change with later verification and quality assurance.

Metadata

A Quality Code mapping is attached (DA_QUALITY.CSV).

Please feel free to let us know if you have any queries, regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
[REDACTED]
www.derm.qld.gov.au<<http://www.derm.qld.gov.au>>

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350


From: [REDACTED]
Sent: Thursday, 27 January 2011 9:00 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part2

Hey [REDACTED]

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Project Engineer

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+-----+

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 20 April 2011 11:11 PM
To: [REDACTED]
Subject: FW: DERM Data Request (Our Ref Job DA-1392) Part 3
Attachments: image003.png

Subject to Legal Professional Privilege

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

From: [REDACTED]
Sent: Wednesday, 20 April 2011 8:31 PM
To: [REDACTED]
Subject: FW: DERM Data Request (Our Ref Job DA-1392) Part 3

From: [REDACTED]
Sent: Monday, January 31, 2011 5:42 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Hi [REDACTED]
yes, there is indeed a gap there, I will have to follow that up with the Regional Hydrographers, looks like there's been a telemetry fault but seeing as it is now fixed it probably means the data has been downloaded on to a notebook and is yet to be processed into a Hydstra workfile. They're struggling for staff in that region, but I'll see what I can do.

Regards,
[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
[REDACTED]
www.derm.qld.gov.au<<http://www.derm.qld.gov.au>>

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Friday, 28 January 2011 3:34 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Hi [REDACTED]

We were just going through this Elliot creek data (137003 Elliot River@Dr Mays crossing), and the data only starts on the 4th Jan 2011. The rest seem to be good (start beginning of Dec), do you know why this is? I'm assuming the gauge was down for that period, got hit by flood debris or something along those lines, but just thought I would check to see if you had any info on it.

Regards

[REDACTED]
Project Engineer

[cid:665512807@31012011-1B8E]WATER TECHNOLOGY 93 Boundary Street, West End, Brisbane Australia 4101

[REDACTED]
[REDACTED]
web: www.watech.com.au<<http://www.watech.com.au>>

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Sent: Thursday, 27 January 2011 10:55 AM
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[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au<<http://www.derm.qld.gov.au>>

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Thursday, 27 January 2011 9:00 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part2 Hey Ralph,

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Regards

[REDACTED]
Project Engineer

+-----+

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3 sheets of A4 paper = 1 litre of water

+-----+

[REDACTED]

From: [REDACTED]
Sent: Monday, 31 January 2011 5:42 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Hi [REDACTED]
yes, there is indeed a gap there, I will have to follow that up with the Regional Hydrographers, looks like there's been a telemetry fault but seeing as it is now fixed it probably means the data has been downloaded on to a notebook and is yet to be processed into a Hydstra workfile. They're struggling for staff in that region, but I'll see what I can do.

Regards,
[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Friday, 28 January 2011 3:34 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

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Regards

[REDACTED]
Project Engineer



WATER TECHNOLOGY 93 Boundary Street,
West End, Brisbane Australia 4101
[REDACTED]
[REDACTED]
web: www.watech.com.au

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From: [REDACTED]
Sent: Thursday, 27 January 2011 10:55 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Hi [REDACTED]
as discussed, here's the data for those catchments as requested.

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Metadata

A Quality Code mapping is attached (DA_QUALITY.CSV).

Please feel free to let us know if you have any queries, regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Thursday, 27 January 2011 9:00 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part2

Hey [REDACTED]

Is it possible for us to get stream flow and water level data for the Bundaberg region (136 and 137) please. IF not could you put in a request?

Also, has there been any clarification on when the public web portal will be open?

Regards



Project Engineer

+-----+

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 1 February 2011 4:34 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 4
Attachments: DA1392_422343A_AT_H.CSV; User Licence for Digital Data.pdf; DA_QUALITY.CSV

No worries [REDACTED]
no news about 137003A Dr May's yet I'm afraid, but I've asked for an update. They have their hands full at present with the cyclones, so I can't really give an estimate as to how long it will be before it is complete.

Licence

Attached is a pdf file containing a User Licence for Digital Data– please read and be aware of its contents before using the data, and if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions.

Data

Attached is the point height record for 422343A from 01/12/2010, our apologies for it being omitted before. Unfortunately it won't rate for discharge as it exceeds the rating table limits by about a metre and a half, I'll get our Regional Hydrographers to review the record and see if it can be released, I'll send it through when complete.

Please note that these records do contain provisional unverified telemetry data (Quality Code 130) which may change with later quality assurance.

Metadata

A Quality Code mapping is attached (DA_QUALITY.CSV).

Please feel free to let us know if you have any queries, regards,

Ralph deVoil
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Tuesday, 1 February 2011 3:42 PM
To: [REDACTED]h
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Thanks Ralph, just thought would check.

In the Condomine/Balonne data, we couldn't find the data for Charleys Creek @ Chinchilla (422343A). Is it available?

Regards

[REDACTED]
Project Engineer



WATER TECHNOLOGY 93 Boundary Street,
West End, Brisbane Australia 4101
tel: [REDACTED]
[REDACTED]
web: www.watech.com.au

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From: [REDACTED]
Sent: Monday, 31 January 2011 5:42 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

H [REDACTED]
yes, there is indeed a gap there, I will have to follow that up with the Regional Hydrographers, looks like there's been a telemetry fault but seeing as it is now fixed it probably means the data has been downloaded on to a notebook and is yet to be processed into a Hydstra workfile. They're struggling for staff in that region, but I'll see what I can do.

Regards,
[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
[REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Friday, 28 January 2011 3:34 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

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Regards

[REDACTED]
Project Engineer



WATER TECHNOLOGY 93 Boundary Street,
West End, Brisbane Australia 4101
tel: [REDACTED]
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Sent: Thursday, 27 January 2011 10:55 AM
To: [REDACTED]ng
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

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as discussed, here's the data for those catchments as requested.

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A/ Project Officer, Water Quality and Accounting

[REDACTED]
[REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Thursday, 27 January 2011 9:00 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part2

Hey [REDACTED],

Is it possible for us to get stream flow and water level data for the Bundaberg region (136 and 137) please. IF not could you put in a request?

Also, has there been any clarification on when the public web portal will be open?

Regards

[REDACTED]

Project Engineer

+-----+

Think B4U Print

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+-----+

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 20 April 2011 11:15 PM
To: Michael May
Subject: FW: DERM Data Request (Our Ref Job DA-1392) Part 4
Attachments: image004.png; image003.png; DA1392_422343A_AT_H.CSV; User Licence for Digital Data.pdf; DA_QUALITY.CSV

Subject to Legal Professional Privilege

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

From: [REDACTED]
Sent: Wednesday, 20 April 2011 8:31 PM
To: [REDACTED]
Subject: FW: DERM Data Request (Our Ref Job DA-1392) Part 4

From: [REDACTED]
Sent: Tuesday, February 01, 2011 4:33 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 4

No worries [REDACTED]
no news about 137003A Dr May's yet I'm afraid, but I've asked for an update. They have their hands full at present with the cyclones, so I can't really give an estimate as to how long it will be before it is complete.

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Telephone [REDACTED]
Email [REDACTED]
www.derm.qld.gov.au<<http://www.derm.qld.gov.au>>

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Tuesday, 1 February 2011 3:42 PM
To: [REDACTED]

Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Thanks Ralph, just thought would check.

In the Condomine/Balonne data, we couldn't find the data for Charleys Creek @ Chinchilla (422343A). Is it available?

Regards

[REDACTED]
Project Engineer

[cid:732430306@01022011-209C]WATER TECHNOLOGY 93 Boundary Street, West End, Brisbane Australia 4101
tel: [REDACTED]

[REDACTED] au<<http://www.watech.com.au/>>

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From: [REDACTED]
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Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

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[REDACTED]
www.derm.qld.gov.au<<http://www.derm.qld.gov.au/>>

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
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Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3 Hi Ralph,

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[REDACTED]
Project Engineer

[cid:732430306@01022011-20A3]WATER TECHNOLOGY 93 Boundary Street, West End, Brisbane Australia 4101
tel: [REDACTED]
web: www.watech.com.au<<http://www.watech.com.au/>>

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A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au<<http://www.derm.qld.gov.au>>

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Thursday, 27 January 2011 9:00 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part2 Hey [REDACTED]h,

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[REDACTED]
Project Engineer

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+-----+



COOPER GRACE WARD
LAWYERS

Our Ref: SAD2:RXR 10091926

2 February 2011

Water Management (Head Office)
Department of Environment and Resource Management
GPO Box 2454
Brisbane QLD 4001

Level 21, 400 George Street
Brisbane 4000 Australia

GPO Box 834, Brisbane 4001

T 61 7 3231 2444

F 61 7 3221 4356

www.cgw.com.au

ABN 95 591 906 639

Also by email: [REDACTED]

Dear Sir/Madam

**Release of gauge data and rainfall readings
Toowoomba and Lockyer Valley**

We act for RACQ Insurance Limited (RACQI).

Our client has engaged a water hydraulic engineering company, Water Technology, to assist it with assessing claims made by policy holders who have been affected by the recent Queensland flooding events.

We are instructed that:

1. Water Technology has attempted to obtain from you information regarding gauge data and rainfall readings in the Toowoomba and Lockyer Valley regions.
2. You have advised Water Technology that this data has been embargoed and will not be released at this point in time.

Our client needs the information to assess a substantial number of the claims it has received as a result of the recent flooding.

Please urgently let us know when the information will be made available and the reason for the current embargo.

Yours faithfully

COOPER GRACE WARD

Lawyer

T
F
E

Rocco Russo
Partner

SAD210091926 3669078v1

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COOPER GRACE WARD
LAWYERS

Our Ref: SAD2:RXR 10091926

8 February 2011

Department of Environment and Resource Management
GPO Box 2454
Brisbane QLD 4001

Also by email:

Level 21, 400 George Street
Brisbane 4000 Australia

GPO Box 834, Brisbane 4001

T 61 7 3231 2444

F 61 7 3221 4356

www.cgw.com.au

ABN 95 591 906 639

URGENT

Dear Mr

**Release of gauge data and rainfall readings
Toowoomba and Lockyer Valley**

We act for RACQ Insurance Limited (RACQI). We have previously sent the **enclosed** letter to the Water Management Head Office in Brisbane. Earlier today we spoke with that office and they advised us to contact your department regarding our request.

We urgently require a response to our request regarding gauge data and rainfall readings in the Toowoomba and Lockyer Valley regions. The missing information is prejudicing the assessment of a substantial number of claims that our client has received as a result of the recent flooding.

Please urgently let us know when the information will be made available and the reason for the current embargo.

Yours faithfully

COOPER GRACE WARD

Lawyer

T
F
E

Rocco Russo
Partner

SAD210091926 3679927v1

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[REDACTED]

From: [REDACTED]
Sent: Thursday, 10 February 2011 9:41 AM
To: [REDACTED]
Cc: [REDACTED] DALE, Graham
Subject: FW: Insurance Council - Catastrophe Update#2 9FEB11

This communication (including any attachments) is confidential and contains legally privileged information. It has been prepared for the purposes of giving and/or receiving legal advice and/or for the purposes of legal proceedings. Please do not send this communication or any attachments to any person other than the intended recipients.

Andrew, see attached communication via ICA.

This would appear to present an opportunity for Water Tech to gain access to BOM data previously unavailable.

Can you please urgently communicate this to WT and ensure they immediately utilise this opportunity to obtain whatever data is required. There will be limitations on the time this is available and it is strictly for the purpose of determining RACQI claims. I suggest we make it clear to Water Tech that if they are found to be utilising this data for other clients/purposes they may well fall outside of an acceptable use criteria (although this would be difficult to prove assuming the data will become publicly available at some future time).

Regards,

[REDACTED] (Dip Bus - FLM)
Executive Manager - Household Claims & Loss Adjusting

RACQ Insurance

PO Box 3004
Logan City DC QLD 4123

Phone: [REDACTED]
Mobile: [REDACTED]
Fax: [REDACTED]
Email: [REDACTED]

From: [REDACTED]
Sent: Thursday, 10 February 2011 9:34 AM
To: [REDACTED]
Cc: [REDACTED] DALE, Graham; [REDACTED] HEATH, Bradley
Subject: RE: Insurance Council - Catastrophe Update#2 9FEB11

Thanks [REDACTED] will action this asap.

Our hydrology provider is Water Technology and they will be instructed via our legal providers Cooper Grace Ward.

Regards,

[REDACTED] (Dip Bus - FLM)
Executive Manager - Household Claims & Loss Adjusting



PO Box 3004
Logan City DC QLD 4123

Phone
Mobile
Fax:
Email:



From: [Redacted]
Sent: Thursday, 10 February 2011 9:00 AM
To: [Redacted]
Subject: Re: Insurance Council - Catastrophe Update#2 9FEB11

- you can give them these details to register for the data – BoM will then track their usage and access and will query me as to their permission to use the data – It is obviously for claims determination purposes only.

Are we talking about WillisRe?



http://www.bom.gov.au/cgi-bin/ncmt/hydro_data.cgi

From: [Redacted]
Date: Thu, 10 Feb 2011 09:55:05 +1100
To: [Redacted]
Subject: RE: Insurance Council - Catastrophe Update#2 9FEB11

Thanks [Redacted]

We would very much appreciate access to this BOM data for Queensland flooding etc. I am assuming from your email that we then have permission to pass this to our nominated hydrology service provider. As a matter of course we will do this through our legal providers and clearly state any licensing arrangements as you advise.

Happy to discuss if necessary.

Regards,



Executive Manager - Household Claims & Loss Adjusting



PO Box 3004
Logan City DC QLD 4123

Phone: [REDACTED]
Mobile: [REDACTED]
Fax: [REDACTED]
Email: [REDACTED]

From: [REDACTED]
Sent: Wednesday, 9 February 2011 10:57 PM
To: [REDACTED]
Subject: Insurance Council - Catastrophe Update#2 9FEB11

Dear [REDACTED]
- also sent to Dale, Walter, Styles, Magee, Heath

You have received this email update by virtue of being on the ICA's Insurance Taskforce* as a representative of RACQI

CAT105/111/112 – Queensland Flooding ([Geography & Timing](#))

Hydrology - The Hydrology panel has now successfully gained access to BoM data that is critical to the analysis of the event. Insurers who can make use of pluviograph data and rainfall gauge data can also gain access by request (reply email to ICA). This data is only useful if you have your own hydrology capability - there are strict license arrangements in place between BoM and ICA for use of the data.

Claims Data – A reminder that the next claims data submission for CAT 105,111 and 112, is due before close of business on Thursday 10th February 2011, using the [claims reporting template](#).

CAT113/115 – Regional Victorian Flooding ([Geography & Timing](#)) – **Victorian Extreme Weather Event** ([Geography & Timing](#))

Claims Data – A reminder that the next claims data submission for CAT 113, is due before close of business on Thursday 10th February 2011, using the [claims reporting template](#).

Claims Data – Claims data submission for CAT 115, is due before close of business on Tuesday 15th February 2011, using the [claims reporting template](#).

Government Activity – No insurer issues were raised by government at today recovery taskforce meeting.

CAT114 – Cyclone Yasi ([Geography & Timing](#))

Property Damage Assessment - The ICA has compiled an updated spreadsheet based on QFRS reporting WEF 9FEB that details relative concentrations of property damage – [It can be downloaded here](#)

Claims Data –Claims data submission for CAT 114, is now due before close of business on Tuesday 15th February 2011, using the [claims reporting template](#).

CAT116 – Perth Bushfires ([Geography & Timing](#))

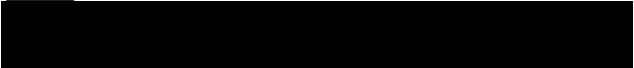
Property Clean-up – The City of Armadale (local council) has raised concerns that property owners are cleaning up without proper care and attention to risks. Property owners are required to get a demolition permit before this activity can occur, council has agreed to facilitate that process if property owners make contact with council.

Removal of Debris – There has been no government response as yet on the issue of government assisted removal of debris. This will be pursued further over the next 24hrs.

Claims Data –Claims data submission for CAT 116, is due before close of business on Tuesday 15th February 2011, using the [claims reporting template](#).

Please feel free to make contact with this office if you have any questions.

Regards,

 | General Manager Policy Risk & Disaster Planning
Insurance Council of Australia
Level 4, 56 Pitt Street, Sydney NSW 2000 | 

* Covering the following Insurance taskforces:
CAT 105 – Regional QLD Flooding
CAT 111 – Toowoomba and Lockyer Valley Event
CAT 112 – Brisbane Flooding
CAT 113 – Regional Victorian Flooding
CAT 114 – Cyclone Yasi
CAT 115 – Victorian Inundation Event
CAT 116 – Perth Bushfires

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[REDACTED]

From: [REDACTED] d
Sent: Thursday, 10 February 2011 6:34 PM
To: [REDACTED]
Cc: [REDACTED] Rocco Russo; [REDACTED]
Subject: Access to BOM information and data

This communication (including any attachments) is confidential and contains legally privileged information. It has been prepared for the purposes of giving and/or receiving legal advice and/or for the purposes of legal proceedings. Please do not send this communication or any attachments to any person other than the intended recipients.

Dear [REDACTED]

RACQI, through the Insurance Council of Australia (ICA), have been granted direct access to the Bureau of Meteorology's flood related data.

The information and data has been made available to RACQI at the website below:

http://www.bom.gov.au/cgi-bin/ncmt/hydro_data.cgi

In order to complete the investigations you undertaking for us, and subject to our comments below, RACQI will consent to Water Technology having access to the information and data available from the website.

In order to access the information and data, we understand that you will need to go to the website and when prompted, type into the relevant field "Water Technology".

Once you have obtained access to the information and data, please call us immediately to discuss what information and data is available through the website.

Please note that by accessing the website, you will be obtaining information and data that is not currently publically available. The right of access to the information and data from the website lies with RACQI and not Water Technology.

Therefore, in line with your letters of instruction, you must use the information and data obtained from the website exclusively for the benefit of us (and RACQI). Water Technology, or any subsidiary, agent or representative of Water Technology must not use the information and data obtained from the website, either directly or indirectly, for the benefit of any other insurer as part their investigations or the preparation of any reports.

We understand that the information and data will only be made available at the website by the BOM for a short period of time. Therefore, if you are agreeable to the above conditions of use, we recommend that you register on the website as a matter of urgency.

We look forward to hearing from you.

If you have any queries, please let us know.

Regards

[REDACTED] | Lawyer



T [REDACTED] [REDACTED] W www.cgw.com.au
Level 21, 400 George Street, Brisbane 4000 Australia GPO Box 834, Brisbane 4001

Assistant: [REDACTED]

Best Australian Law Firm (revenue less than \$50m) - BRW Client Choice Awards 2009 and 2010
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Australia's Fastest Growing Law Firm 2009 - *The Australian*

Do you receive our Legal Alerts and seminar invitations? Please visit <http://cgw.com.au/user/register>

[REDACTED]

From: [REDACTED]
Sent: Friday, 11 February 2011 4:10 PM
Subject: Update to Bureau of Meteorology's data repository for the insurance industry
[SEC=UNCLASSIFIED]

Good afternoon

The Bureau of Meteorology has uploaded new data files from stations operated by other agencies where we have agreements from these agencies to make the data available. These include networks operated by Brisbane City Council and Ipswich City Council.

The new data files are located under the Flood_Warning_Network sub-folders. Please check the date stamp on the files to easily identify the new data files.

Further data and notification is expected to be added early next week.

Regards

[REDACTED]
Bureau of Meteorology

[REDACTED]

From: [REDACTED] > on behalf of REQNSW
Sent: Monday, 14 February 2011 2:56 PM
To: [REDACTED]
[REDACTED]
Subject: RE: Climate Data Files [SEC=UNCLASSIFIED]
Attachments: Contacts for Non-Bureau Hydro Data Request.pdf

Hi [REDACTED],

Thanks for the data request and I apologise for the time it has taken to reply.

Unfortunately the Bureau of Meteorology does not record streamflow or discharge data. DERM (Department of Environment and Resource Management) is the agency in Queensland responsible for **stream flow data and discharge data (m³/s)**. Their website is: <http://www.derm.qld.gov.au/watershed/> where you can identify streamflow stations, periods of record and make requests for data.

We can provide rainfall and river height data. For a full list of sites that are available, including the operator of each site, please see:

http://www.bom.gov.au/hydro/flood/qld/networks/owner_listing.shtml

In most instances, we will only be able to provide data from those sites that are owned and operated by the Bureau of Meteorology, however, some other organisations have also permitted us to forward data (*excluding* Dept of Environment and Resource Management, SEQWater, Sunwater). Unfortunately we do not have archived data for Walloon Alert as it is archived by SEQWater.

We now have ready for provision river height and rainfall data from our Qld hydrological network for data between ~ 1st November 2010 to 31st January 2011. Please email back if you would like further rainfall data for any of our sites, or alternatively, please contact the appropriate agency for their data.

Regards,

[REDACTED]
Climate Information Services
Bureau of Meteorology
Email: climate.nsw@bom.gov.au

Contact Hours
Monday to Friday: 10am - 12 noon & 2pm - 4pm
Tel: [REDACTED]

*For climate data, maps and services go to <http://www.bom.gov.au/climate/>
For further information on charges for data services, please see:
http://www.bom.gov.au/climate/how/climate_charges.shtml*

Disclaimer

All data purchased is subject to [Copyright Laws](#). Data is provided for your internal use only and on-selling or redistribution is prohibited.

We do not guarantee completeness of the data record.

From: [REDACTED]
Sent: Wednesday, 19 January 2011 13:39
To: [REDACTED]s
Cc: [REDACTED]
Subject: RE: Climate Data Files [SEC=UNCLASSIFIED]

Hi [REDACTED]

In addition to Sachi's request below, can we have the full water level record for Walloon Alert (BOM GS 540147); ie all data from when it opened.

I assume this will be daily data but if you can supply it at a higher resolution (smaller timestep), please do.

Thanks,

[REDACTED]

Project Engineer

WATER TECHNOLOGY • [REDACTED] • www.watech.com.au

From: [REDACTED]
Sent: Tuesday, 18 January 2011 4:42 PM
To: 'REQNSW'
Subject: RE: Climate Data Files [SEC=UNCLASSIFIED]

Hi [REDACTED]

We are now in need of stream flow levels for all Queensland gauges for the same period. Can you send through a quote please.

Regards

[REDACTED]
Project Engineer



WATER TECHNOLOGY 93 Boundary Street,
West End, Brisbane Australia 4101
tel: 61 [REDACTED]
[REDACTED]
web: www.watech.com.au

From: [REDACTED] **On Behalf Of** REQNSW
Sent: Tuesday, 18 January 2011 10:48 AM
To: [REDACTED]
Cc: Accounts
Subject: Climate Data Files [SEC=UNCLASSIFIED]

Hi [REDACTED]

Attached are your files containing hourly/half hourly rainfall data for all Queensland AWS's, for Dec 2010 to present.

I will let you know when we are able to provide the Bureau warnings that were issued during the event as soon as I hear back from our National Crisis Management Team.

A **tax invoice** for data received is attached to this email.

Instructions to open your data files are included below.

We are always trying to improve our service, and would like your help.
To share your views with us, please complete our [online feedback](#) form.

Any further queries, please email me back at climate.nsw@bom.gov.au

Regards,

[REDACTED]

Climate Information Services
Bureau of Meteorology
Email: climate.nsw@bom.gov.au

Contact Hours
Monday to Friday: 10am - 12 noon & 2pm - 4pm
Tel: [REDACTED]

For climate data, maps and services go to <http://www.bom.gov.au/climate/>

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 15 February 2011 4:19 PM
Subject: Update #2 to Bureau of Meteorology's data repository for the insurance industry
[SEC=UNCLASSIFIED]

Good afternoon

The Bureau of Meteorology has uploaded new data files for daily rainfall, hourly and 1 minute rainfall for sites in Vic, Tas and Northern NSW.

Rainfall intensity data for sites in Sth East Qld is expected to be uploaded on Wednesday.

Data yet to be uploaded include:
Rainfall intensity data from other areas of Qld, Vic, Tas and Nth NSW.
Flood Warning Network rainfall and river data from Vic, Tas and Nth NSW.

Further data is expected to be added during the next week.

Regards
[REDACTED]
Bureau of Meteorology



COOPER GRACE WARD
LAWYERS

Our Ref: SAD2:RXR 10091926

16 February 2011

[REDACTED]
BoM Hydrology Manager (Queensland)
Bureau of Meteorology
GPO Box 2454
Brisbane QLD 4001

URGENT

Dear [REDACTED]

**Release of gauge data and rainfall readings
Toowoomba and Lockyer Valley**

We act for RACQ Insurance Limited (**RACQI**).

Our client has engaged a water hydraulic engineering company, Water Technology, to assist it with assessing claims made by policy holders who have been affected by the recent Queensland flooding events.

We understand that the Bureau of Meteorology (**BOM**) has hydrologic models covering the following river systems:

1. Brisbane (including all tributaries and specifically including the Bremer);
2. Condamine (to St George);
3. Pine;
4. Fitzroy (including the Nogoa);
5. Burnett; and
6. Caboolture.

We understand that the BOM may also have simulation results for the actual recent flooding events through the above river systems.

This information will greatly assist our client make determinations on the substantial number of claims that it has received as a result of the recent flooding.

Please urgently let us know if this information can be made available to us.

If there is any further information that you need from us in order to expedite the delivery of this information to us, please let us know.

Yours faithfully

COOPER GRACE WARD

[REDACTED]
Lawyer

[REDACTED]
Partner

SAD210091926 3692554v1

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[REDACTED]

From: [REDACTED]
Sent: Thursday, 17 February 2011 4:48 PM
Subject: Update #3 to Bureau of Meteorology's data repository for the insurance industry
[SEC=UNCLASSIFIED]
Attachments: Status QLD Pluvio QC Sites.txt

Good afternoon

The Bureau of Meteorology has uploaded the following data files:

1. Rainfall Intensity (under the Pluvio directory) for Sth East Qld. A QC processing status list of the network is attached and this file will be added to the ftp site tomorrow morning.
2. The Queensland Hourly rainfall file has been reloaded to provide additional temporal breakdown of the cumulative rainfall for these stations.
3. Additional river level sites from the SEQ Water network have been added to the Flood Warning Network sub directories.

Please check the date on the files to confirm which files are new.

Data yet to be uploaded include:

Rainfall intensity data from other areas of Qld, Vic, Tas and Nth NSW.

Flood Warning Network rainfall and river data from Vic, Tas and Nth NSW.

Further data is expected to be added during the next week.

The registered user website can be accessed from the following website.

http://www.bom.gov.au/cgi-bin/ncmt/hydro_data.cgi

Regards

[REDACTED]
Bureau of Meteorology

[REDACTED]

From: [REDACTED]
Sent: Monday, 21 February 2011 5:22 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 4

Hi [REDACTED]
I phoned and left a message with [REDACTED] (?) in your office, we need to confirm that you're getting all the data you requested.

WRT 137003A, it is only a level and discharge gauge, there was a period when the logger telemetry was mis-configured and it appears as though its a rainfall gauge but there's no pluvio there, and the same goes for TS WQ.

Cheers,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management (DERM)

From: [REDACTED]
Sent: Friday, 18 February 2011 9:01 AM
To: [REDACTED]h
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 4

Hey [REDACTED]

I have another question about 137003A Dr Mays. Apparently it's a rainfall and river gauge, and I was wondering if you we can get the rainfall data for the Dec-Jan period?

Cheers

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 1 February 2011 4:34 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 4

No worries [REDACTED]
no news about 137003A Dr May's yet I'm afraid, but I've asked for an update. They have their hands full at present with the cyclones, so I can't really give an estimate as to how long it will be before it is complete.

Licence

Attached is a pdf file containing a User Licence for Digital Data– please read and be aware of its contents before using the data, and if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions.

Data

Attached is the point height record for 422343A from 01/12/2010, our apologies for it being omitted before. Unfortunately it won't rate for discharge as it exceeds the rating table limits by about a metre and a half, I'll get our Regional Hydrographers to review the record and see if it can be released, I'll send it through when complete.

Please note that these records do contain provisional unverified telemetry data (Quality Code 130) which may change with later quality assurance.

Metadata

A Quality Code mapping is attached (DA_QUALITY.CSV).

Please feel free to let us know if you have any queries, regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Tuesday, 1 February 2011 3:42 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Thanks Ralph, just thought would check.

In the Condomine/Balonne data, we couldn't find the data for Charleys Creek @ Chinchilla (422343A). Is it available?

Regards

[REDACTED]
Project Engineer



WATER TECHNOLOGY 93 Boundary Street,
West End, Brisbane Australia 4101

[REDACTED]
[REDACTED]
[REDACTED]

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From: [REDACTED]
Sent: Monday, 31 January 2011 5:42 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Hi [REDACTED]

yes, there is indeed a gap there, I will have to follow that up with the Regional Hydrographers, looks like there's been a telemetry fault but seeing as it is now fixed it probably means the data has been downloaded on to a notebook and is yet to be processed into a Hydstra workfile. They're struggling for staff in that region, but I'll see what I can do.

Regards,

A/ Project Officer, Water Quality and Accounting

Telephone:

Email:

www.derm.qld.gov.au

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Friday, 28 January 2011 3:34 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Hi [REDACTED]

We were just going through this Elliot creek data (137003 Elliot River@Dr Mays crossing), and the data only starts on the 4th Jan 2011. The rest seem to be good (start beginning of Dec), do you know why this is? I'm assuming the gauge was down for that period, got hit by flood debris or something along those lines, but just thought I would check to see if you had any info on it.

Regards

[REDACTED]
Project Engineer



WATER TECHNOLOGY 93 Boundary Street,
West End, Brisbane Australia 4101
tel: [REDACTED]
web: www.watech.com.au

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From: [REDACTED]
Sent: Thursday, 27 January 2011 10:55 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Hi [REDACTED]

as discussed, here's the data for those catchments as requested.

We're hoping to launch the new web portal soon as it is in the final stages of development, however our IT team have other priorities at this point. We will email all WQA clients when it becomes available, probably some time next month.

[Licence](#)

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Data

See attached zip file. Please note that these records do contain provisional unverified telemetry data (Quality Code 130) which may change with later verification and quality assurance.

Metadata

A Quality Code mapping is attached (DA_QUALITY.CSV).

Please feel free to let us know if you have any queries, regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

[REDACTED]
[REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Thursday, 27 January 2011 9:00 AM
To: [REDACTED] ph
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part2

Hey [REDACTED]

Is it possible for us to get stream flow and water level data for the Bundaberg region (136 and 137) please. IF not could you put in a request?

Also, has there been any clarification on when the public web portal will be open?

Regards

[REDACTED]
Project Engineer

+-----+

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+

██████████r

From: ██████████
Sent: Monday, 21 February 2011 7:28 PM
To: ██████████
Subject: FW: Access to hydrdynamic model of the Brisbane and Bremer rivers

██████████

The model we are looking to access is the "Mike11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) as used by the Wivenhoe Alliance".

We understand that following completion of the work for which it was established ownership of the model passed to SEQWater. We also understand that both Brisbane City Council and Ipswich City Council were partners in the development of the model, but they probably don't have ownership of it.

Best regards,

██████████k
Director

WATER TECHNOLOGY ██████████ • www.watech.com.au

From: ██████████
Sent: Monday, 21 February 2011 12:41 PM
To: ██████████u'
Subject: Access to hydrdynamic model of the Brisbane and Bremer rivers

██████████


We're providing specialist advice in assisting with insurance claims associated with the January flood event.

We are aware of the existence of a MIKE11 model of (at least) the Brisbane and Bremer Rivers that was used as part of the work undertaken by the Wivenhoe Alliance. This model would be of great assistance in undertaking this work.

Could this model be made available for use and if so, how would we go about accessing it? As this work is urgent, if you could get back to us as quickly as possible we would appreciate it.

Best regards,

██████████k
Director


WATER TECHNOLOGY
WATER, COASTAL & ENVIRONMENTAL CONSULTANTS
mob: ██████████2
web: www.watech.com.au

WATER TECHNOLOGY
93 Boundary St
PO Box 5700
West End Queensland Australia 4101
tel: ██████████
fax: ██████████

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Rachel Nolan MP

Member for Ipswich



Electorate Office
125 Brisbane Road

Telephone
07 3202 3452

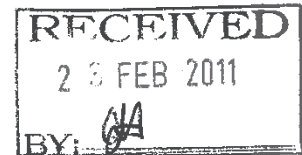
Email
ipswich@parliament.qld.gov.au

Postal Address
PO Box 98, Booval Q 4304

Facsimile
07 3202 4778

Web
www.rachelnolanmp.com

21 February 2011



Mr Bradley Heath
Chief Executive Officer
RACQ Insurance
PO Box 4
SPRINGWOOD QLD 4127

Dear Mr Heath

I write on behalf of my constituents [redacted] and [redacted] of [redacted] Barry St, East Ipswich.

[redacted] are awaiting a hydrologists report on whether or not their property is covered for flood damage. Until such time as RACQ makes it available, [redacted] are unable to claim any Government funding, and they are struggling with making their mortgage repayments and meeting their day-to-day costs while living in an uninhabitable house.

I call on you to speed up the currently slow processing of claims, so [redacted] are finally able to progress towards the recovery of their home in the aftermath of the devastating floods.

Yours sincerely

Rachel Nolan

Rachel Nolan MP
Member for Ipswich
Minister for Finance and the Arts

[REDACTED] r

From: [REDACTED]
Sent: Tuesday, 22 February 2011 11:58 AM
To: [REDACTED]
Subject: Contacts

[REDACTED]
To confirm:

BoM Spoke to a BoM staff member this morning (not Peter Badilley) who indicated that the BoM models were not being made publically available now.

Ipswich City Council (3810 7057)

Have been attempting to contact both of the following without success.

[REDACTED]), and

[REDACTED]
Fax number is 38107974

Brisbane City Council

[REDACTED]
[REDACTED]
[REDACTED]
I spoke to Peter who suggested that perhaps the most appropriate person for a letter to be addressed to would be the Manager, Water Resources. He wanted to see details of the request before he was able to confirm anything.

Best regards,

[REDACTED]
Director


WATER TECHNOLOGY
WATER, COASTAL & ENVIRONMENTAL CONSULTANTS
93 Boundary St
PO Box 5700
West End Queensland Australia 4101
tel: 61 (0)7 3103 4120
fax: 61 (0)7 3846 5144
mob: 61 (0)429 020 862
web: www.watech.com.au

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COOPER GRACE WARD

LAWYERS

Our Ref: AJW:AJC3 10091926

23 February 2011

Senior Officer
Water Resources
Brisbane City Council
GPO Box 1434
Brisbane Qld 4001

By express post

Also by email:

Dear

**Release of the MIKE11 Hydrodynamic model
Brisbane River and Bremer River**

We act for RACQ Insurance Limited.

Our client has engaged a water hydraulic engineering company, Water Technology, to assist it with assessing claims made by policy holders who have been affected by the recent Queensland flooding events.

We are instructed that Water Technology has attempted to obtain from Brisbane City Council access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall (**model**).

Our client needs the model to assess a substantial number of the claims it has received as a result of the recent flooding.

Please urgently let us know if the model can be made available to us and if so when.

If you have any queries, please let us know.

Yours faithfully

COOPER GRACE WARD

Lawyer

T

F

E

Partner

AJW10091926 3704558v1

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COOPER GRACE WARD
LAWYERS

Our Ref: AJW:AJC3 10091926

23 February 2011

Senior Engineer
Ipswich City Council
PO Box 191
Ipswich QLD 4305

Level 21, 400 George Street
Brisbane 4000 Australia

GPO Box 834, Brisbane 4001

T 61 7 3231 2444

F 61 7 3221 4356

www.cgw.com.au

ABN 95 591 906 639

By express post

Also by email:

Dear

**Release of the MIKE11 Hydrodynamic model
Brisbane River and Bremer River**

We act for RACQ Insurance Limited.

Our client has engaged a water hydraulic engineering company, Water Technology, to assist it with assessing claims made by policy holders who have been affected by the recent Queensland flooding events.

We are instructed that Water Technology has attempted to obtain from Ipswich City Council access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall (**model**).

Our client needs the model to assess a substantial number of the claims it has received as a result of the recent flooding.

Please urgently let us know if the model can be made available to us and if so when.

If you have any queries, please let us know.

Yours faithfully
COOPER GRACE WARD

Partner

AJW10091926 3704561v1

cc

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COOPER GRACE WARD
LAWYERS

Our Ref: AJW:AJC3 10091926

23 February 2011

[REDACTED]
Chief Executive Officer
South East Queensland Water Corporation
Limited
240 Margaret Street
Brisbane QLD 4000

By registered post

Also by facsimil [REDACTED]

Dear [REDACTED]

**Release of the MIKE11 Hydrodynamic model
Brisbane River and Bremer River**

We act for RACQ Insurance Limited.

Our client has engaged a water hydraulic engineering company, Water Technology, to assist it with assessing claims made by policy holders who have been affected by the recent Queensland flooding events.

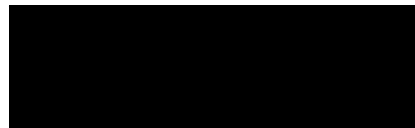
We are instructed that Water Technology has attempted to obtain from South East Queensland Water Corporation Limited access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall (model).

Our client needs the model to assess a substantial number of the claims it has received as a result of the recent flooding.

Please urgently let us know if the model can be made available to us and if so when.

If you have any queries, please let us know.

Yours faithfully
COOPER GRACE WARD



Partner

AJW10091926 3702815v1

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24 February 2011

COPY

Rachel Nolan MP
Member for Ipswich
Minister for Finance and the Arts
PO Box 98
BOOVAL QLD 4304

Also by email: ipswich@parliament.qld.gov.au

Dear Ms Nolan

[REDACTED] Barry Street, East Ipswich

Thank you for your letter dated 21 February 2011, which I received on 23 February 2011.

We appreciate [REDACTED] patience and confirm that RACQ Insurance is committed to resolving [REDACTED] claim as quickly as possible.

We have been touch with [REDACTED] and are very conscious of the difficulties they are facing. To assist in the short term, RACQ insurance has made an emergency advance payment of \$5,000 to [REDACTED]

RACQ Insurance has completed inspections of the property including a hydrologist inspection conducted on 16 February.

To finalise [REDACTED] claim, the investigations need to consider wider regional hydrological issues as well as the specific issues relating to the property.

Based on current information available, RACQ Insurance understands that [REDACTED] property, as with many other properties in Ipswich, may have been affected by water from a number of different sources. Unfortunately this has complicated the investigation from a hydrological point of view.

Our team is speaking with hydrologists on a daily basis to try to move things along as fast as we can.

RACQ Insurance's hydrologists tell us that Ipswich City Council may have some information, which could assist in finalising the required investigations. Specifically, RACQ Insurance's representatives have written to Ipswich City Council and others requesting access to a hydrodynamic model (the "MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall").

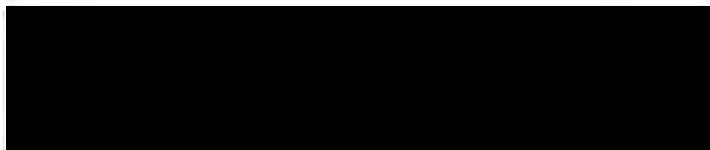
I understand that this request is currently being processed by Ipswich City Council, however, if you are in any way able to assist RACQ Insurance's hydrologists obtain access to this model, this could greatly expedite the resolution of all claims in Ipswich including that of [REDACTED] and [REDACTED]. We would be very grateful for any assistance you can provide in this regard.

RACQ Insurance's aim at this time is to finalise the assessment of [REDACTED] claim next week. If [REDACTED] encounter any additional difficulties in the meantime please don't hesitate to contact us and we will do whatever we can to help.

Once again thank you for your letter. If I can provide any further information, please don't
hesitate to contact me.

COPY

Yours sincerely



Bradley Heath
Chief Executive Officer

[REDACTED]

From: [REDACTED]
Sent: Friday, 25 February 2011 4:53 PM
Subject: Update #4 to Bureau of Meteorology's data repository for the insurance industry
[SEC=UNCLASSIFIED]

Good afternoon

The Bureau of Meteorology has uploaded the following data files:

Queensland

1. The entire daily rainfall dataset has been updated with Quality controlled data from January now available.
2. We have also added the daily rainfall from the Flood Warning Network. See the directory called "5_series_rainfall".
3. Some additional pluviometer files have been added.

Victoria

1. Rainfall and river level sites from the Flood Warning network have been added to the Flood Warning Network directory. This is the first phase, and we are hoping to add more next week after we receive approvals from third parties to provide their data. Click on the link to Victoria, and navigate to the "Flood_Warning_network" sub directory to view the data. (We will add a more direct link during Monday).

Please check the date on the files to confirm which files are new.

Data yet to be uploaded include:

*Rainfall intensity data from other areas of Qld, Vic, Tas and Nth NSW.

*Flood Warning Network rainfall and river data from Vic, Tas and Nth NSW.

Further data is expected to be added during the next week.

To access the new datafiles, please use the following link to the registered user website.

http://www.bom.gov.au/cgi-bin/ncmt/hydro_data.cgi

Regards

[REDACTED]
Bureau of Meteorology

[REDACTED]r

From: [REDACTED]
Sent: Tuesday, 25 January 2011 10:11 AM
To: [REDACTED]
[REDACTED]
Subject: Lockyer Data Request

Importance: High

Categories: Red Category

[REDACTED]
I've received a Data Request and telephone call from Sacchi Canning of Watech, this consulting firm requires water level and discharge data for Gauging Stations in the Lockyer with some urgency for processing of insurance claims. However your direction on 19th January 2011 was to suspend action on data requests for the Lockyer, Bremer and Brisbane catchments, could you please advise if the request is able to be actioned?

Regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
[REDACTED]
www.derm.qld.gov.au

+-----+
Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

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Dedicated to a better Brisbane

RECEIVED
02 MAR 2011

BY: _____

28 February 2011

[REDACTED]
Cooper Grace Ward Lawyers
GPO Box 834
BRISBANE CITY QLD 4001

Dear [REDACTED]

Thank you for your letter of 23 February 2011 seeking release of the MIKE11 Hydrodynamic model for the Brisbane River and Bremer River, reference AJW:AJC3 10091926.

Your request has been passed on to the appropriate area of Council, as a priority. A Council officer will endeavour to provide a response within 20 working days, however, it is noted that you have requested urgent attention on this matter.

If you have any further Council enquiries, please visit www.brisbane.qld.gov.au or telephone our 24 hour Contact Centre on (07) 3403 8888.

Yours sincerely

[REDACTED]
Contact Centre Manager
Brisbane City Council

Ref: CO07475-2011

Brisbane City Council ABN 72 002 765 795

GPO Box 1434 Brisbane City Qld 4001
Ph: (07) 3403 8888
www.brisbane.qld.gov.au

[REDACTED]

From: Right to Information <RightToInformation@ipswich.qld.gov.au>
Sent: Monday, 28 February 2011 11:51 AM
To: [REDACTED]
Cc: Right to Information
Subject: Request received by Ipswich City Council for MIKE11 Hydrodynamic model
Attachments: Cooper Grace Ward Lawyers - Letter requesting application form and fee for RTI Application - 28 February 2011.pdf; RTI and IP Application Form.pdf

Importance: High

Good morning [REDACTED]

In response to your letter dated 23 February 2011 to Quentin Underwood (Senior Engineer, Ipswich City Council), please find attached a letter requesting you apply for the documents required under the Right to Information Act 2009 (RTI Act).

In addition, please also find attached the official application form for you to complete and return to us with your application fee.

Should you have any questions regarding the above and enclosed, please do not hesitate to contact me directly on [REDACTED]

Kind regards

[REDACTED] | Project Officer - Corporate Governance
Finance and Corporate Governance Branch
IPSWICH CITY COUNCIL
PO Box 191 Ipswich Queensland 4305 Australia
T| [REDACTED]

W| www.ipswich.qld.gov.au

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Roycroft

[REDACTED]

From: HEATH, Bradley
Sent: Monday, 28 February 2011 4:15 PM
To: [REDACTED] DALE, Graham; [REDACTED]
Subject: FW: Your Enquiry re [REDACTED]

FYI

Regards

Bradley Heath
Chief Executive Officer
RACQ Insurance Limited

PO Box 4, Springwood, Queensland, 4127, Australia
2649 Logan Road Eight Mile Plains, Queensland, 4113, Australia
Telephone: +61 [REDACTED]
Email: [REDACTED]

Executive Assistant: [REDACTED]
Telephone: [REDACTED]
Email: [REDACTED]

From: HEATH, Bradley
Sent: Monday, 28 February 2011 4:14 PM
To: 'Paul Pisasale'
Subject: Your Enquiry re [REDACTED]

Paul,

Thank you for your email. We appreciate [REDACTED] patience and confirm that RACQ Insurance is committed to resolving the claim as quickly as possible. Due to the complexity of these events, we are working with a range of providers to manage claims as fast as possible, but there is enormous pressure on the number of resources available to the industry at this time. Further all the information needed for us to investigate claims has simply not been available.

We have been in touch with [REDACTED] and are very conscious of the difficulties she is facing.

To finalise the claim, RACQ Insurance's investigations need to consider wider regional hydrological issues as well as any specific issues relating to the property. Based on current information available, RACQ Insurance understands that some properties in Ipswich may have been affected by water from a number of different sources.

Unfortunately this has complicated RACQ Insurance's investigation from a hydrological point of view. Our team is speaking with hydrologists on a daily basis to try to move things along as fast as we can.

RACQ Insurance understands that Ipswich City Council may have some information which could assist in finalising the required investigations. Specifically, RACQ Insurance's representatives have written to Ipswich City Council and others requesting access to a hydrodynamic model (the "MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall").

I understand that this request is currently being processed by Ipswich City Council, however, if you are in any way able to assist us obtain access to this model, this could greatly expedite the resolution of all claims in Ipswich including that of Ms Roycroft. We would be very grateful for any assistance you can provide in this regard.

RACQ Insurance will do everything it can to finalise claims as soon as possible. If I can provide any further information please don't hesitate to contact me.

Regards

Bradley Heath
Chief Executive Officer
RACQ Insurance Limited

PO Box 4, Springwood, Queensland, 4127, Australia
2649 Logan Road Eight Mile Plains, Queensland, 4113, Australia
Telephone: [REDACTED]
Email: [REDACTED] Web: www.racqinsurance.com.au

Email [REDACTED]

From: Paul Pisasale [mailto:PPisasale@ipswich.qld.gov.au]
Sent: Friday, 25 February 2011 11:50 AM
To: HEATH, Bradley
Subject: FW: insurance
Importance: High

Bradley if you could look at this and let me know.

Thanks
Paul

From: [REDACTED]
Sent: Thursday, 24 February 2011 9:17 PM
To: Paul Pisasale
Subject: Re: insurance

Dear Paul, it seems that RACQ insurance are quite happy to take all the money we pay in premiums, but when we need help they cover you for everything except what you need. My policy is for home and contents but they only cover for storm damage and flash flooding. Surely when the storm drains can't cope with the amount of water and your house is flooded isn't that a flash flood???

From: Paul Pisasale <PPisasale@ipswich.qld.gov.au>
To: [REDACTED]
Sent: Mon, 21 February, 2011 12:57:27 PM
Subject: RE: insurance

Thanks Karen. I'm also trying to set up a meeting with RACQ. If you want to send me all the details of your claim I am happy to ask them to look at again. Look forward to hearing from you.

Regards
[REDACTED]

From: [REDACTED]
Sent: Sunday, 20 February 2011 7:38 PM
To: Paul Pisasale
Subject: insurance

Dear Paul,

My name is [REDACTED] and I live in Keogh St, West Ipswich down past Spotlight towards the river. Like hundreds of others my house was flooded. The reason for my e mail is to let you know I am another very disgruntled and frustrated customer of RACQ Insurance. We have all been waiting nearly 6 weeks now to find out if we're covered for home and contents and are still being kept in limbo with no idea if we're covered. Why can't they send more hydrologists from all over the country if that is what it takes to get us an answer??? Hope you might be able to make some noise to RACQ and let them know it's very hard from our side of the fence as well. My contact [REDACTED]
Thanks for taking the time to read this.
[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: Tuesday, 1 March 2011 11:30 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Hi [REDACTED]
wow, you must have ESP! I'm just working with that GS for another client, so I do have it at my fingertips.

Unfortunately there is a rating table exceedence on 11/01 meaning that the record needs particular handling and there will be no telemetry data discharge data for the period where it exceeded, but the height record is there. Nb. that's probably why it wasn't reported in the earlier request, the batch job was configured to silently drop any Gses in that category, apologies for that oversight.

We're prepared to provide the active rating table straight away, however if you want all of the station's tables, we advise discussing it with the regional hydrographers and they should provide what is required. I don't think this will be necessary for you though.

I'll package it up for you in the formal data request response, they have to be routed through CHQ but it shouldn't be too long.

Regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management (DERM)

From: [REDACTED]
Sent: Tuesday, 1 March 2011 11:17 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Hey [REDACTED]

I was going through the Brisbane/Lockyer Valley data you sent through, and I can't find any data for 143107A (Bremer River @ Walloon).

Could you please send through the Water Level, Discharge (and rating table info if possible) for Dec '10 – Jan '11 for this gauge?

[REDACTED]
Project Engineer

WATER TECHNOLOGY • [REDACTED] • www.watech.com.au

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3 sheets of A4 paper = 1 litre of water

+-----+

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 1 March 2011 5:18 PM
To: [REDACTED]g
Subject: RE: Bremer data request (Our Ref Job DA-1561)
Attachments: User Licence for Digital Data.pdf; DA1561_143107A_AT_PHF.CSV; DA1561_143107A_RatingTable.txt; DA1561_143107A_SDR.TXT; DA_QUALITY.CSV

Dear [REDACTED]
This is in response to your request for height and flow data.

I advise that DERM operates surfacewater monitoring networks under an approved Water Monitoring Business Framework and is ISO 9001 accredited.

In accordance with this framework information collected from gauging stations is primarily stream height and flow volumes. These data can be accessed as:

- Unverified telemetry data which can be viewed on the Water Streamflow data website for the most recent 14 days of record . This information is routinely published in near real time following automatic checks for any significant inconsistencies.
- Validated historic streamflow information that can be downloaded from the Water Streamflow website. This information is validated by qualified hydrographic staff and is quality coded accordingly.
- Recent validated historic data that can be obtained by formal request to DERM.

I advise that DERM is endeavouring to validate data as quickly as possible. Our performance indicator aims for data to be validated is within 160 days. You may wish to request updated information periodically to be supplied with the current validated data.

With respect to use of data:

- Unvalidated data has not been rigorously assessed and the data is quality coded to identify this. These data should be used with care as they may change after validation. These data should only be used by persons who are familiar with the characteristics of streamflow information.
- Validated data are data that has been assessed and is the best available quality at the time, however the data should always be interpreted taking into account the quality codes that have been applied.

Hydrologic advice should be sought to assist with any interpretation.

Licence

Below is the User Licence for Digital Data— please read and be aware of its contents before using the data, if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions:

<<User Licence for Digital Data.pdf>>

Data

Point stage and discharge data for the period 01/12/2011 to 31/01/2011 (inclusive) for 143107A:

<<DA1561_143107A_AT_PHF.CSV>>

Please note that these records contain **provisional telemetry data** (Quality Code 130) which are subject to verification and quality assurance.

The Active Rating Table for 143107A:

<<DA1561_143107A_RatingTable.txt>>

Site Summary Report for 143107A:

<<DA1561_143107A_SDR.TXT>>

Metadata

Quality Code mapping:

<<DA_QUALITY.CSV>>

Please contact me if you require any additional information or clarification.

Regards,

A/ Project Officer, Water Quality and Accounting

Telephone:

www.derm.qld.gov.au

Department of Environment and Resource Management (DERM)

From: [REDACTED]
Sent: Tuesday, 1 March 2011 1:13 PM
To: [REDACTED]
Subject: Bremer data request

Hi [REDACTED]

Could I get the Water Level, Discharge and the active rating table for gauge number 143107A (Bremer River @ Walloon) please?

Regards

[REDACTED]
Project Engineer

Description: Watech-logo-78mmWATER TECHNOLOGY

93 Boundary Street, PO Box 5700,

West End Queensland Australia 4101

tel: [REDACTED]

[REDACTED]

web: www.watech.com.au <<http://www.watech.com.au>>

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1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+

[REDACTED]

From: [REDACTED] u>
Sent: Wednesday, 20 April 2011 11:19 PM
To: [REDACTED]
Subject: FW: Bremer data request (Our Ref Job DA-1561)
Attachments: User Licence for Digital Data.pdf; DA1561_143107A_AT_PHF.CSV; DA1561_143107A_RatingTable.txt; DA1561_143107A_SDR.TXT; DA_QUALITY.CSV

Subject to Legal Professional Privilege

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

From: [REDACTED]
Sent: Wednesday, 20 April 2011 8:31 PM
To: [REDACTED]
Subject: FW: Bremer data request (Our Ref Job DA-1561)

From: [REDACTED]
Sent: Tuesday, March 01, 2011 5:17 PM
To: [REDACTED]
Subject: RE: Bremer data request (Our Ref Job DA-1561)

Dear [REDACTED]
This is in response to your request for height and flow data.

I advise that DERM operates surfacewater monitoring networks under an approved Water Monitoring Business Framework and is ISO 9001 accredited.

In accordance with this framework information collected from gauging stations is primarily stream height and flow volumes. These data can be accessed as:

- * Unverified telemetry data which can be viewed on the Water Streamflow data website for the most recent 14 days of record . This information is routinely published in near real time following automatic checks for any significant inconsistencies.
- * Validated historic streamflow information that can be downloaded from the Water Streamflow website. This information is validated by qualified hydrographic staff and is quality coded accordingly.
- * Recent validated historic data that can be obtained by formal request to DERM.

I advise that DERM is endeavouring to validate data as quickly as possible. Our performance indicator aims for data to be validated is within 160 days. You may wish to request updated information periodically to be supplied with the current validated data.

With respect to use of data:

- * Unvalidated data has not been rigorously assessed and the data is quality coded to identify this. These data should be used with care as they may change after validation. These data should only be used by persons who are familiar with the characteristics of streamflow information.
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Data

Point stage and discharge data for the period 01/12/2011 to 31/01/2011 (inclusive) for 143107A:

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Please note that these records contain provisional telemetry data (Quality Code 130) which are subject to verification and quality assurance.

The Active Rating Table for 143107A:

<<DA1561_143107A_RatingTable.txt>>

Site Summery Report for 143107A:

<<DA1561_143107A_SDR.TXT>>

Metadata

Quality Code mapping:

<<DA_QUALITY.CSV>>

Please contact me if you require any additional information or clarification.

Regards,

Ralph deVoil

A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]

www.derm.qld.gov.au<<http://www.derm.qld.gov.au>>

Department of Environment and Resource Management (DERM)

From: [REDACTED]

Sent: Tuesday, 1 March 2011 1:13 PM

To: [REDACTED]

Subject: Bremer data request

Hi [REDACTED]

Could I get the Water Level, Discharge and the active rating table for gauge number 143107A (Bremer River @ Walloon) please?

Regards

[REDACTED]

Project Engineer

Description: Watech-logo-78mmWATER TECHNOLOGY

93 Boundary Street, PO Box 5700,

West End Queensland Australia 4101

tel: [REDACTED]

[REDACTED]

web: www.watech.com.au<[file://www.watech.com.au](http://www.watech.com.au)> <<http://www.watech.com.au>>

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3 sheets of A4 paper = 1 litre of water

+-----+

[REDACTED]

From: Paul Pisasale [PPisasale@ipswich.qld.gov.au]
Sent: Wednesday, 2 March 2011 4:42 PM
To: HEATH, Bradley
Subject: RE: Your Enquiry re [REDACTED]

Thanks Bradley. I've asked whether Council has this information and will get back to you as soon as I get a response.

Regards
Paul

From: HEATH, Bradley [REDACTED]
Sent: Monday, 28 February 2011 4:14 PM
To: Paul Pisasale
Subject: Your Enquiry re [REDACTED]

Paul,

Thank you for your email. We appreciate [REDACTED] patience and confirm that RACQ Insurance is committed to resolving the claim as quickly as possible. Due to the complexity of these events, we are working with a range of providers to manage claims as fast as possible, but there is enormous pressure on the number of resources available to the industry at this time. Further all the information needed for us to investigate claims has simply not been available.

We have been in touch with [REDACTED] and are very conscious of the difficulties she is facing.

To finalise the claim, RACQ Insurance's investigations need to consider wider regional hydrological issues as well as any specific issues relating to the property. Based on current information available, RACQ Insurance understands that some properties in Ipswich may have been affected by water from a number of different sources.

Unfortunately this has complicated RACQ Insurance's investigation from a hydrological point of view. Our team is speaking with hydrologists on a daily basis to try to move things along as fast as we can.

RACQ Insurance understands that Ipswich City Council may have some information which could assist in finalising the required investigations. Specifically, RACQ Insurance's representatives have written to Ipswich City Council and others requesting access to a hydrodynamic model (the "MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall").

I understand that this request is currently being processed by Ipswich City Council, however, if you are in any way able to assist us obtain access to this model, this could greatly expedite the resolution of all claims in Ipswich including that of Ms Roycroft. We would be very grateful for any assistance you can provide in this regard.

RACQ Insurance will do everything it can to finalise claims as soon as possible. If I can provide any further information please don't hesitate to contact me.

Regards
Bradley Heath

Chief Executive Officer

RACQ Insurance Limited

PO Box 4, Springwood, Queensland, 4127, Australia

2649 Logan Road Eight Mile Plains, Queensland, 4113, Australia

Telephone: [REDACTED]

Email: [REDACTED] Web: www.racqinsurance.com.au

Executive Assistant: Denise Haliczar

Telephone: [REDACTED]

Email: [REDACTED]

From: Paul Pisasale [mailto:PPisasale@ipswich.qld.gov.au]

Sent: Friday, 25 February 2011 11:50 AM

To: HEATH, Bradley

Subject: FW: Insurance

Importance: High

Bradley if you could look at this and let me know.

Thanks

Paul

From: [REDACTED]

Sent: Thursday, 24 February 2011 9:17 PM

To: Paul Pisasale

Subject: Re: Insurance

Dear Paul, it seems that RACQ insurance are quite happy to take all the money we pay in premiums, but when we need help they cover you for everything except what you need. My policy is for home and contents but they only cover for storm damage and flash flooding. Surely when the storm drains can't cope with the amount of water and your house is flooded isn't that a flash flood???

From: Paul Pisasale <PPisasale@ipswich.qld.gov.au>

To: [REDACTED]

Sent: Mon, 21 February, 2011 12:57:27 PM

Subject: RE: Insurance

Thanks [REDACTED] I'm also trying to set up a meeting with RACQ. If you want to send me all the details of your claim I am happy to ask them to look at again. Look forward to hearing from you.

Regards

Paul

From: [REDACTED]

Sent: Sunday, 20 February 2011 7:38 PM

To: Paul Pisasale

Subject: Insurance

Dear Paul,

My name is [REDACTED] and I live in Keogh St, West Ipswich down past Spotlight towards the river. Like hundreds of others my house was flooded. The reason for my e mail is to let you know I am another very disgruntled and frustrated customer of RACQ Insurance. We have all been waiting nearly 6 weeks now to find out if we're covered for home and contents and are still being kept in limbo with no idea if we're covered. Why can't they send more hydrologists from all over the country if that is what it takes to get us an answer??? Hope you might be able to make some noise to RACQ and let them know it's very hard from our side of the fence as well. My contact no [REDACTED]

Thanks for taking the time to read this.

[REDACTED]

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distributing, or disclosing the information contained in this email and any attachments is prohibited unless expressly authorised by the sender. If you are not the intended recipient you have received this message in error - do not read, copy or distribute this email. If you have received this message in error, please delete all copies of this message from your system and notify the sender by return email.

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It is recommended that you scan this email and any attachments for viruses. Ipswich City Council does not accept liability for any loss or damage incurred directly or indirectly caused by opening this email and/or any attachments.

This communication has been sent on behalf of RACQ Insurance Limited [RACQ]. The information contained in this communication may be privileged and confidential. If you are not the intended recipient, any use, disclosure or copying of this communication is expressly prohibited. If you have received this communication in error, please delete it immediately. RACQ and its associated entities do not warrant or represent that this communication [including any enclosed files] is free from electronic viruses, faults or defects.

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It is recommended that you scan this email and any attachments for viruses. Ipswich City Council does not accept liability for any loss or

damage incurred directly or indirectly caused by opening this email
and/or any attachments.



Our Ref: JET:AJC3 10091926
Your Ref: Cooper Grace Ward Lawyers (RACQ Insurance)

3 March 2011

Level 21, 400 George Street
Brisbane 4000 Australia

GPO Box 834, Brisbane 4001

T 61 7 3231 2444

F 61 7 3221 4356

www.cgw.com.au

ABN 95 591 906 639

[REDACTED]
Project Officer – Corporate Governance
Finance and Corporate Governance Branch
Ipswich City Council
PO Box 191
Ipswich Qld 4305

EXPRESS POST

Also by email [REDACTED]

Dear [REDACTED]

Right to Information Application Form

We refer to our letter dated 23 February 2011 and your letter dated 28 February 2011.

Our request for access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall) (**model**) was not intended to be a formal request for information under section 24 of the *Right to Information Act* 2009 (Qld) (**RI Act**).

As noted in our letter dated 23 February 2011, our client seeks the model to assess a substantial number of the insurance claims it has received from Ipswich residents as a result of the recent flooding events.

We were hoping that Ipswich City Council would provide us with access to the model as a matter of urgency.

Clearly, the timeframes prescribed under the RI Act do not allow our client to obtain the model and process claims urgently.

We again request that you make the model available to us as soon as possible.

In the event that Ipswich City Council is unwilling to assist in this regard, we have attached the completed *Privacy Application Form* as requested by you.

If you have any queries, please let us know.

Yours faithfully
COOPER GRACE WARD

[REDACTED]
Lawyer

T [REDACTED]
F [REDACTED]
E [REDACTED]

[REDACTED]
Rocco Russo
Partner

JET10091926 3713418v1

This electronic transmission (and any following pages) is confidential, may contain legally privileged information and is intended solely for the named addressee. If you receive this document in error, please destroy it and advise the sender.



Right to Information and Information Privacy Access Application

Right to Information Act 2009 (section 24)

Information Privacy Act 2009 (section 43)



Queensland Government

Please read the following information carefully before proceeding with your application

It is recommended that you contact the **RTI officer** in the relevant agency for assistance and advice before completing and submitting this application form.

The information you are seeking may be already available online, for purchase or by request:

Online – a search of the relevant agency websites may locate the information you are seeking;

For purchase – agencies may offer documents for purchase (for example: birth certificates, transcripts of proceedings, spatial statistics);

By request – agencies may administratively release a range of information upon request.

If you do wish to make a formal application to access documents under the *Right to Information (RTI) Act 2009* or the *Information Privacy (IP) Act 2009*, the application must be submitted on this approved form. The completed form should be submitted directly to agency: **Ipswich City Council**, via facsimile on: **07 3202 1389**

in person at: **143 Brisbane Street, Ipswich Qld 4305** or via post: **PO Box 191, Ipswich Qld 4305**

On-line applications can be made to Queensland government departments and Ministers via www.rti.qld.gov.au.

Applications requesting access to non-personal information or a combination of personal and non-personal information are made under the RTI Act. There is an application fee of \$38 and processing and access charges may be payable.

Applications requesting access to personal information **only** are made under the IP Act. There is no application fee or processing charges for access to personal information **only**, however access charges may be payable. You will be required to provide evidence of your identity.

Note: If your application seeks access to personal information of someone other than yourself (except where you are authorised to act on that person's behalf), or where you are also seeking access to documents that are considered non-personal, your application will be dealt with under the RTI Act. You will be advised by the RTI officer if this is the case, and you will be required to pay the RTI application fee. If in doubt, contact the RTI officer of the agency to which you are applying.

Note: ☐ Denotes **Mandatory** field

Contact Details

You are required to supply your name and an address for correspondence. Additional contact details will help us to deal with your application, and to correspond with you in the manner you prefer. If you are applying on behalf of another person, please complete this section with your contact details.

Title (e.g. Mr, Mrs, Ms, Miss) Given name/s

Family name

Organisation / Company name (complete if you are making this application on behalf of an organisation or company)

Cooper Grace Ward Lawyers

Postal address

GPO Box 834

BRISBANE QLD

Postcode 4001

Preferred method of contact (Please indicate by numbering in order of preference, your preferred method of contact. If you choose email or post, please also provide a contact telephone number. The agency may need to telephone the applicant to clarify aspects of the application. Please include country code and area code, where applicable.)

Phone ☐ Fax ☐ Mobile ☐ Email ☒ Post ☐

Application Details

1. Which description most closely describes your application for access?

☒ I am seeking access to documents that are **non-personal** in nature

\$38.00 application fee payable

☐ I am seeking access to documents that contain **personal information only** either in relation to myself or the person on whose behalf

☐ I am applying

No application fee

☐ I am seeking access to documents that contain personal information either in relation to myself or the person on whose behalf I am

☐ applying that may contain the **personal information of someone else** and / or **non-personal information**

\$38.00 application fee payable

2. Are you seeking access to information on someone's behalf?

No ☒

Yes ☐ Family name

Given name/s

Please attach **proof of your authorisation to act on the person's behalf**, such as legal documentation in support of your authority (for example: a client agreement if you are a solicitor) or written authorisation from the person concerned.

3. Which agency/s are you applying to? (Note: Applications are per agency and each application will incur a separate application fee)

Ipswich City Council

4. Particular details:

Please provide specific and detailed information about the documents you are seeking, as this will help us process your application.

a. The subject matter of the documents you are seeking (e.g. the planning process for the Letter Z Program)

MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall
--

b. The type of documents (e.g. internal memos, emails)

Computer modelling system

c. The time period / date range you would like us to search within (e.g. September 2008 - June 2009)

December 2010 - February 2011

d. Relevant document reference numbers (if known)

--

e. Where you think the documents may be located (e.g. facility, business area, unit, person)

Engineering Services Department

f. Any other details you believe will assist us in dealing with your application Note: include additional information that the agency requires in the space provided or as an attachment to your application (e.g. date of birth will assist in locating relevant files to distinguish you from someone with the same name)

--

5. Preferred access type (tick one):

Note: Your preferred access type may not be available. If you choose to access documents by email, CD, DVD or inspection, there will be no charge for this access.

- ☐ Inspect document/s ☐ Photocopy of document/s (\$0.20 per A4 page) ☐ Document/s sent to me by email
☒ Copy of the document/s on DVD ☐ Copy of the document/s on CD

Note: Information that is not personal to the applicant released following an application under the RTI Act may be published in an online disclosure log. A disclosure log would usually contain a summary of the RTI application as well as the relevant documents (either in full or in part) or details of how the documents may be accessed.

6. Evidence of identity

If you are seeking access to documents that contain personal information either in relation to you or on behalf of another person, you must provide evidence of your identity with this application or within 10 business days of making this application in order for your application to be processed. If you are seeking documents on someone's behalf, both parties must provide evidence of their identities. (If you are not seeking any personal information, you are not required to provide evidence of your identity.)

Applying:

by post - attach a **certified copy** of your identification document to this application form.

in person - produce the original identification document for the RTI officer to sight.

by email or fax - post or present a **certified copy** of the identification document to the relevant agency to which you are applying for information. (A certified copy is considered valid if it is witnessed by a lawyer or notary public, a commissioner for declarations or a justice of the peace, or in the case of a prisoner, a corrective services officer. "refer note below")

Note: Documents that provide sufficient evidence of identity include:

- Current driver's licence
- Identifying page of current passport
- Birth certificate
- Copy of a prisoner's identity card certified by a corrective services officer
- Statutory declaration of an individual who has known the applicant for at least one year
(A declaration template can be downloaded at www.courts.qld.gov.au/Forms/General/Qldstatdec.pdf)

7. Financial hardship

Concession card holders - Applications for financial hardship must be made in writing to the relevant agency. If you hold a valid concession card, and you are seeking a waiver of processing and access charges, you must show the RTI officer your card (or **attach** a copy of the card to your application).

Note: Not all concession cards are accepted. Please contact the RTI officer to be sure your card qualifies.

Non-Profit organisations - If you have financial hardship status, you must provide the RTI officer with a copy of the notice from the Office of the Information Commissioner showing that financial hardship status has been granted.

Note: If you are a non-profit organisation and have sought **financial hardship status** under the RTI Act, do not submit this application until you have advice from the Office of the Information Commissioner about whether financial hardship status has been granted. If financial hardship status is granted, this status will remain current for one year from the date of the Information Commissioner's decision, unless there is a substantial improvement in your organisation's financial circumstances.

Declaration

Privacy Notice: In making this application, you are providing personal information such as name and contact details. This information will be used for the purpose of assessing your application and ensuring we are able to remain in contact with you regarding the status of your application. Your personal information will be accessed by persons who have been authorised to do so, including the decision maker in the agency to which your application relates. Your personal information is handled in accordance with the *Information Privacy Act 2009*.

I declare that:

- The information provided in this form is complete and correct
- I have read the privacy notice
- Where applicable, I have attached documents required for the purpose of this application (e.g. evidence of identity, authorisation to act on another person's behalf, evidence of financial hardship status)
- In the event I cannot attach any required copies of documents, I will provide them to the agency within **10 business days** of making this application
- I have included any relevant application fee/s (fees are based on the type of application, and are noted in section 1)

I understand that it is an offence to give misleading information about my identity, and that doing so may result in a decision to refuse to process my application.

Signature

Date

 / /

Mastercard/Visa Authority

Expiry date

 /

Card number

Amount

 \$

Cardholder's name

Cardholder's signature

Office Use Only

Date received

 / /

RTI Ref / IP Ref

Application Fee Received

No ☐

Yes ☐

Date

 / /

Satisfied as to Identity of Applicant

No ☐

Yes ☐

Date

 / /

Identity Document Sighted

No ☐

Yes ☐

Type

Receiving Officer (print name)

Decision Maker Assigned to Application (print name)

RECEIVED
09 MAR 2011

3 March 2011

Cooper Grace Ward
Solicitors
GPO Box 834
BRISBANE Q 4001

Dear Sirs,

Re: Requested release of the MIKE11 Hydrodynamic model – Brisbane River and Bremer River

We refer to your 23 February 2011 letter. We confirm that, on 21 February, your client's engaged consultant, Water Technology, requested that the above referenced model be made available for its use.

Seqwater is not prepared to make the above referenced model available to your client or Water Technology.

Yours sincerely,

Regards,



Corporate Counsel



COOPER GRACE WARD LAWYERS

Flood

FILE NOTE

Matter No: _____ Matter Name: _____ Date: 07/07/11
Client: _____ Start Time: _____ AM/PM
Re: _____ Finish Time: _____ AM/PM
Telephone / Meeting with: Louise Gough (ICC) ☒ IN ☐ OUT
Telephone No / Location: _____ Author: _____

↳ Can't obtain access to software - computer modelling
↳ Can obtain data files
↳ " " report
↳ Bindings in growth are
↳ she is not entirely sure what
[redacted] is included in the
[redacted] report.

ACTIONS:

⇒ 25 business day

⇒ Bundling
⇒ Copies of final report

☐ Dates diarised? ☐ Advice/actions confirmed in writing? ☐ Scanned to WorkSite?



COOPER GRACE WARD

LAWYERS

Our Ref: AJW:AJC3 10091926
Your Ref: CO07475-2011

7 March 2011

[REDACTED]
Contact Centre Manager
Brisbane City Council
GPO Box 1434
BRISBANE QLD 4001

EXPRESS POST

Level 21, 400 George Street
Brisbane 4000 Australia

GPO Box 834, Brisbane 4001

T 61 7 3231 2444

F 61 7 3221 4356

www.cgw.com.au

ABN 95 591 906 639

Dear [REDACTED]

Release of the MIKE11 Hydrodynamic model Brisbane River and Bremer River

We refer to our letter dated 23 February 2011 and your letter dated 28 February 2011 (received on 2 March 2011).

As noted in our letter dated 23 February 2011, our client seeks access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall) (model) to assess a substantial number of the insurance claims it has received from Brisbane residents as a result of the recent flooding events.

We were hoping that Brisbane City Council would provide us with access to the model as a matter of urgency.

Clearly, the timeframe of 20 working days referred to in your letter does not allow our client to obtain the model and process claims urgently.

We again request that you make the model available to us as soon as possible.

If you have any queries, please let us know.

Yours faithfully
COOPER GRACE WARD

[REDACTED]
Lawyer

T
F
E

[REDACTED]
Partner

AJW10091926 3719755v1





FILE NOTE

Matter No: _____ Matter Name: _____ Date: 9 / 08 / 11
Client: _____ Start Time: _____ AM/PM
Re: _____ Finish Time: _____ AM/PM
Telephone / Meeting with: _____ ☒ IN ☐ OUT
Telephone No / Location: _____ Author: _____

(Lynette City Council)

Wanted to check who

appropriate contact re

Confirmed that RSR

it.

ACTIONS:

☐ Dates diarised? ☐ Advice/actions confirmed in writing? ☐ Scanned to WorkSite?



FILE NOTE

Matter No: _____ Matter Name: _____ Date: 09 / 03 / 11
Client: _____ Start Time: _____ AM/PM
Re: _____ Finish Time: _____ AM/PM
Telephone / Meeting with: _____ ☐ IN ☒ OUT
Telephone No / Location: _____ Author: _____

(1cc)

- I confirmed that application should be progressed.
- She will send email confirming the same.
- Will still be ^{up to} 25 business days to progress & respond.
- LG confirmed that they will only be able to provide data later on pdf form
as there can be made available as
CD

ACTIONS:

☐ Dates diarised? ☐ Advice/actions confirmed in writing? ☐ Scanned to WorkSite?

Your reference JET:AJC 10091926
Our reference RTI-10-060
Contact Officer Louise Geophagan
Telephone 3810 6222



Ipswich City Council

45 Roderick St
PO Box 191
Ipswich QLD 4305
Australia

Tel (07) 3810 6666
Fax (07) 3810 6731
Email council@ipswich.qld.gov.au
Web www.ipswich.qld.gov.au

Cooper Grace Ward Lawyers
Attention: [REDACTED]
GPO Box 854
BRISBANE QLD 4001

By Email: [REDACTED]

9 March 2011

Dear [REDACTED]

Re: Request for Information – Application No. RTI-10-060

I have received your application under the *Right to Information Act 2009* (Qld) ("the RTI Act") requesting documents relating to:

"MIKE 11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall."

After speaking with Mr Andrew Ward of your office, I confirm the type of documents you are requesting are:

"Data files and report from the MIKE11 Hydrodynamic Model for the Ipswich area."

The time period/date range you have requested the Council to search within is
"December 2010 – February 2011."

I confirm that the subject matter of documents you are seeking, together with the type of documents you are seeking, as set out above, forms the scope of your application.

I, [REDACTED] Project Officer, will be dealing with your application under delegated authority. I acknowledge receipt of your payment of the application fee.

The commencement date of your application is 10 March 2011.

Pursuant to section 18 of the RTI Act, I am permitted 25 business days to process your application ("the processing period"). However, Council is allowed additional time to process your application when a charges estimate notice is given, an application is transferred to Council from another agency, an extension is granted or third parties need to be consulted (section 18 (2) of the RTI Act).

Processing and access charges

The RTI Act and the *Right to Information Regulation 2009* (Qld) ("the RTI Regulation") makes provision for the Council to levy processing and access charges in connection with applications that seek access to documents that do not contain the personal information of the applicant. Processing charges cover time spent by Council in searching for or retrieving a document, or in making, or in doing things related to making, a decision on an application for access.

Pursuant to section 56 of the RTI Act and section 5(1)(b) of the RTI Regulation 2009, processing charges are set at \$5.80 for each 15 minutes, or part of 15 minutes, spent processing the application.

No processing charges are payable if the time taken to process your application does not exceed five (5) hours.

Access charges cover the actual costs incurred by Council in relation to a document, for example, relocation of documents so access can be given or transcribing a document. In addition, if an applicant requests a black and white photocopying of the document the access charge will be \$0.20 per page.

Under section 36 of the RTI Act, Council is required to give you a charges estimate notice before the end of the processing period. The charges estimate notice will set out Council's estimate of the amount of any processing or access charges.

Pursuant to section 36 of the RTI Act, Council is also obliged to provide you with a schedule of relevant documents (unless you waive this requirement). The schedule of relevant documents will set out and give a brief description of the classes of documents relevant to your application in Council's possession or control and will set out the number of documents in each class. It would be appreciated if you could please complete the enclosed form and return, advising whether or not you require a schedule of relevant documents.

I will be in contact with you as your application is processed. In the meantime, if you have any questions in respect of this matter please contact me on [REDACTED]

Yours faithfully

[REDACTED]

PROJECT OFFICER

PROVISION OF A SCHEDULE OF DOCUMENTS

In respect to the provision of a Schedule of Documents:

- ☐ I require the provision of a Schedule of Documents; or
- ☐ I do not require the provision of a Schedule of Documents.

SIGNED:.....

DATED:.....

FILE NUMBER: RTI-10-060



COOPER GRACE WARD

LAWYERS

Our Ref: AJW:AJC3 10091926
Your Ref: CO07475-2011

7 March 2011

[REDACTED]
Contact Centre Manager
Brisbane City Council
GPO Box 1434
BRISBANE QLD 4001

EXPRESS POST

Level 21, 400 George Street
Brisbane 4000 Australia

GPO Box 834, Brisbane 4001

T 61 7 3231 2444

F 61 7 3221 4356

www.cgw.com.au

ABN 95 591 906 639

Dear [REDACTED]

Release of the MIKE11 Hydrodynamic model Brisbane River and Bremer River

We refer to our letter dated 23 February 2011 and your letter dated 28 February 2011 (received on 2 March 2011).

As noted in our letter dated 23 February 2011, our client seeks access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall) (model) to assess a substantial number of the insurance claims it has received from Brisbane residents as a result of the recent flooding events.

We were hoping that Brisbane City Council would provide us with access to the model as a matter of urgency.

Clearly, the timeframe of 20 working days referred to in your letter does not allow our client to obtain the model and process claims urgently.

We again request that you make the model available to us as soon as possible.

If you have any queries, please let us know.

Yours faithfully
COOPER GRACE WARD

[REDACTED]
Lawyer

T
F
E

[REDACTED]
Partner

AJW10091926 3719755v1





Dedicated to a better Brisbane

RECEIVED
11 MAR 2011

BY:

10 March 2011

[REDACTED]
Cooper Grace Ward Lawyers
GPO Box 834
BRISBANE CITY QLD 4001

Dear [REDACTED]

Thank you for your further letter of 7 March 2011 seeking release of the MIKE11 Hydrodynamic model for the Brisbane River and Bremer River, reference AJW AJC3 10091926.

This further correspondence has been passed on to the appropriate area of Council, as a priority. A copy of this correspondence has also been added to your original file to reiterate the urgency of your request.

If you have any further Council enquiries, please visit www.brisbane.qld.gov.au or telephone our 24 hour Contact Centre on (07) 3403 8888.

Yours sincerely

[REDACTED]
Contact Centre Manager
Brisbane City Council

Ref: CO08995-2011

Brisbane City Council ABN 72 002 765 795

GPO Box 1434 Brisbane City Qld 4001
Ph: (07) 3403 8888
www.brisbane.qld.gov.au



COOPER GRACE WARD
LAWYERS

Our Ref: JET:AJC3 10091926
Your Ref: RTI-10-060

11 March 2011

[REDACTED]
Ipswich City Council
PO Box 191
IPSWICH QLD 4305

Level 21, 400 George Street
Brisbane 4000 Australia

GPO Box 834, Brisbane 4001

T 61 7 3231 2444

F 61 7 3221 4356

www.cgw.com.au

ABN 95 591 906 639

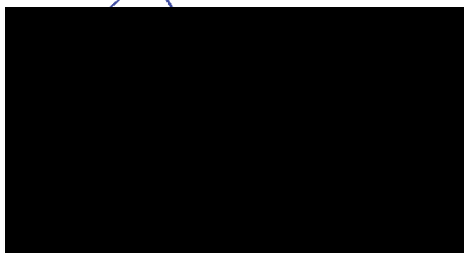
Dear [REDACTED]

Request for Information - Application no. RTI-10-060

Please see **attached** for the signed copy of the Provision of a Schedule of Documents form.

Thank you for your assistance regarding this matter.

Yours faithfully
COOPER GRACE WARD



Partner

AJW10091926 3735830v1



PROVISION OF A SCHEDULE OF DOCUMENTS

In respect to the provision of a Schedule of Documents:

- ☒ I require the provision of a Schedule of Documents; or
- ☐ I do not require the provision of a Schedule of Documents.

SIGNED:..... [REDACTED] PARTNER COOPER GRACE WARD

DATED:..... 10/3/11

FILE NUMBER: RTI-10-060

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 20 April 2011 11:24 PM
To: [REDACTED]
Subject: FW: Bremer data request (Our Ref Job DA-1561 Follow up- 138002C)
Attachments: DA1561_138002C_AT_PR.CSV; DA1561_138002C_AT_PHF.CSV; User Licence for Digital Data.pdf; DA_QUALITY.CSV; DA1561_138002C_SDR.TXT

Subject to Legal Professional Privilege

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

From: [REDACTED]
Sent: Wednesday, 20 April 2011 8:32 PM
To: [REDACTED]
Subject: FW: Bremer data request (Our Ref Job DA-1561 Follow up- 138002C)

From: [REDACTED]
Sent: Wednesday, March 16, 2011 4:04 PM
To: [REDACTED]
Subject: RE: Bremer data request (Our Ref Job DA-1561 Follow up- 138002C)

Hi [REDACTED]
This is in response to your request for rainfall, height and flow data.

I advise that DERM operates surfacewater monitoring networks under an approved Water Monitoring Business Framework and is ISO 9001 accredited. In accordance with this framework, information collected from gauging stations is primarily stream height and flow volumes. These data can be accessed as:

* Unverified telemetry data which can be viewed on the Water Streamflow data website for the most recent 14 days of record . This information is routinely published in near real time following automatic checks for any significant inconsistencies.

http://www.derm.qld.gov.au/water/monitoring/current_data/map_qld.php

*

Validated historic streamflow information that can be downloaded from the Water Streamflow website. This information is validated by qualified hydrographic staff and is quality coded accordingly.

<http://www.derm.qld.gov.au/watershed/index.html>

*

Recent validated historic data that can be obtained by formal request to DERM.

I advise that DERM is endeavouring to validate data as quickly as possible. Our performance indicator aims for data to be validated is within 160 days. You may wish to request updated information periodically to be supplied with the current validated data.

With respect to use of data:

* Unvalidated data has not been rigorously assessed and the data is quality coded to indentify this. These data should by used with care as they may change after validation. These data should only be used by persons who are familiar with the characteristics of streamflow information.

* Validated data are data that has been assessed and is the best available quality at the time, however the data should always be interpreted taking into account the quality codes that have been applied.

Hydrologic advice should be sought to assist with any interpretation.

Licence

Attached is the User Licence for Digital Data- please read and be aware of its contents before using the data, if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions.

Data

Point rainfall (PR), height and instantaneous flow (PHF) data for the station 138002C from 01/12/2010 to 31/01/2011 are attached, also included is the station details report.

Please note that these records contain provisional telemetry data (Quality Code 130) which are subject to verification and quality assurance.

Metadata

A Quality Code mapping is attached.

Please contact me if you require any additional information or clarification.

Regards,

[REDACTED]
A/ Project Officer, Water Accounting
Water Quality and Accounting

Telephone: [REDACTED]
[REDACTED]
www.derm.qld.gov.au<<http://www.derm.qld.gov.au>>

Department of Environment and Resource Management (DERM)

From: [REDACTED]
Sent: Friday, 11 March 2011 8:25 AM
To: [REDACTED]
Subject: RE: Bremer data request (Our Ref Job DA-1561)

Hey [REDACTED]

Can I get the river level data for 138002C Brooyar please?

Not sure if DERM do rainfall as well, but if its available for this gauge could I get that too?

Dec 1st - Jan 31st would be great.

Cheers

[REDACTED]
Project Engineer

WATER TECHNOLOGY [REDACTED] * www.watech.com.au<<http://www.watech.com.au>>

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+-----+

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 15 March 2011 11:23 AM
To: [REDACTED]
Subject: RE: Terrain information for Ipswich LGA

Thanks [REDACTED]n – much appreciated.

[REDACTED]

WATER TECHNOLOGY • [REDACTED] 2 • www.watech.com.au

From: [REDACTED]
Sent: Tuesday, 15 March 2011 10:41 AM
To: [REDACTED]k
Subject: RE: Terrain information for Ipswich LGA

[REDACTED] - they will act on your email direct - use the legal requests email for your followups

From: [REDACTED]
Sent: Tuesday, 15 March 2011 10:36 AM
To: [REDACTED]
Cc: Legal Requests
Subject: RE: Terrain information for Ipswich LGA

[REDACTED]

Thank you for the response.

Should I contact the Legal Dept directly or do these emails provide enough detail to start the process?

Thanks

[REDACTED]
Director

WATER TECHNOLOGY • [REDACTED] • www.watech.com.au

From: [REDACTED]
Sent: Tuesday, 15 March 2011 10:24 AM
To: [REDACTED]; Wilton Boyd
Cc: Legal Requests
Subject: RE: Terrain information for Ipswich LGA

[REDACTED]
The corporate procedure for this is to pass such requests to our Legal dept
Regards
[REDACTED]

From: [REDACTED]
Sent: Monday, 14 March 2011 2:31 PM
To: [REDACTED]
Subject: Terrain information for Ipswich LGA

■

[REDACTED]

As you're probably aware, we're providing specialist advice to RACQ! (via Cooper Grace Ward) to assist with their assessment of insurance claims relating to recent flooding.

Terrain information would greatly assist in this task – is it possible to access council's terrain information (we understand council has a LIDAR data set available)? If so, what do we need to do or provide to gain access?

If this is not possible, are there other ways of accessing this data?

If you have any queries, please don't hesitate to get in contact with me (details below).

Best regards,

[REDACTED]

Director



WATER TECHNOLOGY
93 Boundary St
PO Box 5700
West End Queensland Australia 4101
tel: [REDACTED]
[REDACTED]

mob: [REDACTED]
web: www.watech.com.au

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this message in error, please delete all copies of this message from
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and/or any attachments.

From: [REDACTED]
Sent: Wednesday, 16 March 2011 4:04 PM
To: [REDACTED]
Subject: RE: Bremer data request (Our Ref Job DA-1561 Follow up- 138002C)
Attachments: DA1561_138002C_AT_PR.CSV; DA1561_138002C_AT_PHF.CSV; User Licence for Digital Data.pdf; DA_QUALITY.CSV; DA1561_138002C_SDR.TXT

Hi [REDACTED]
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Please contact me if you require any additional information or clarification.

Regards,

[REDACTED]
A/ Project Officer, Water Accounting
Water Quality and Accounting

[REDACTED]
[REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management (DERM)

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Dec 1st – Jan 31st would be great.

Cheers

[REDACTED]
Project Engineer

WATER TECHNOLOGY • [REDACTED] • www.watech.com.au

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+-----+
Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water
+-----+

[REDACTED]

From: [REDACTED] >
Sent: Wednesday, 30 March 2011 9:28 AM
Subject: Update #5 to Bureau of Meteorology data repository for the Insurance Council of Australia [SEC=UNCLASSIFIED]

Good morning

The Bureau of Meteorology has uploaded the following data files:

Victoria

1. Rainfall and river level sites from the entire Flood Warning network for Victoria has been added to the Flood Warning Network directory.

Click on the link to Victoria, and navigate to the "Flood_Warning_network" sub directory to view the data.

2. Rainfall intensity data from 39 Bureau data logger gauges in Victoria have been uploaded. This is the first batch.

Qld

3. An additional 19 rainfall intensity sites from Qld have been added.

Please check the date on the files to confirm which files are new.

To access the new datafiles, please use the following link to the registered user website.

http://www.bom.gov.au/cgi-bin/ncmt/hydro_data.cgi

Regards

[REDACTED]
Bureau of Meteorology



COOPER GRACE WARD
LAWYERS

Our Ref: AJW:AJC3 10091926
Your Ref: CO07475-2011

4 April 2011

██████████
Contact Centre Manager
Brisbane City Council
GPO Box 1434
BRISBANE QLD 4001

EXPRESS POST



Level 21, 400 George Street
Brisbane 4000 Australia

GPO Box 834, Brisbane 4001

T 61 7 3231 2444
F 61 7 3221 4356

www.cgw.com.au

ABN 95 591 906 639

██████████
**Release of the MIKE11 Hydrodynamic model
Brisbane River and Bremer River**

We refer to our letters dated 23 February 2011 and 7 March 2011 and your letters dated 28 February 2011 and 10 March 2011.

Your letter dated 28 February 2011 provided that *"A Council officer will endeavour to provide a response within 20 working days, however, it is noted that you have requested urgent attention on this matter"*.

We note that more than 20 business days have now passed since our letter dated 23 February 2011.

We would, therefore, be grateful if you could urgently confirm whether Brisbane City Council will be able to provide us access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers and if so, when.

If you have any queries, please let us know.

Yours faithfully
COOPER GRACE WARD

██████████
Lawyer

T
F
E

████████████████████
Partner

AJW10091926 3776390v1



[REDACTED]

From: [REDACTED]
Sent: Tuesday, 5 April 2011 4:43 PM
To: [REDACTED]
Subject: Brisbane River model user agreement - CGW
Attachments: Brisbane River model useragreement Andrew Ward.pdf

Hi [REDACTED]

Following our phone conversation this afternoon, please find the attached user agreement for Brisbane River model extraction.

Please review the user agreement, provide information if necessary (e.g. Part C), sign and return. The rough estimated maximum cost will be \$1500.00 (excluding GST). There is no cost for the model itself but there will be cost for the time preparing the data.

Please also provide us a purchase order. That is needed by our finance department to initiate the project.

Once the user agreement is properly completed, signed and returned with a purchase order, the model extraction process will start. The requested data will generally be available within 10 business days from the day the user agreement is returned.

Should you have further queries, please don't hesitate to contact me.

Regards
[REDACTED]

[REDACTED] n
Engineer | Flood Management
Water & Environment | City Design | Brisbane Infrastructure | Brisbane City Council
Level 1 Green Square | 505 St Pauls Terrace | Fortitude Valley | Qld 4006
T [REDACTED]



Brisbane Infrastructure
City Design
Request for BCC Computer Model

CD F 802 020

Date: 5 June 2008

Rev no: 1C

Rev date: 29 June 2012

Page 1 of 2

PART A - APPLICANT DETAILS

NAME	██████████	PHONE No.	██████████
COMPANY NAME	COOPER GRACE WARD	FAX No.	07 3231 8482
POSTAL ADDRESS	Level 21, 400 George Street, Brisbane, Qld 4000 GPO Box 834, Brisbane, Qld 4001	E-mail	██████████

PART B - DESCRIPTION OF MODEL

CREEK/CATCHMENT	Brisbane River model 2004	MODEL TYPE (e.g. MIKE11)	Hydraulic model – MIKE 11
MODEL LIMITS FROM:	Full Model	TO:	Full Model

MODEL DESCRIPTION
(include design events)

The supplied data includes Brisbane River model for the design events of Q10, Q20, Q50, Q100 and Q2000, and their modelling results.

PART C - PROPOSED USE OF MODEL

--

PART D - TERMS AND CONDITIONS

The computer model data described in this document (the "Supplied Model") is issued by Brisbane City Council ("Council") to the applicant subject to the following terms and conditions:

1. The Supplied Model shall be used only for the purposes described in Part C of this document.
2. The applicant acknowledges that Council owns all intellectual property rights in the Supplied Model and in any materials derived therefrom (including any Modified Models).
3. The Supplied Model is based on available historical information, localised studies and geographical and geological data regarding waterway corridors and overland flow paths. The Supplied Model may change if, amongst other things, more detailed information becomes available, or changes are made in the modelling methodology or there are changes in the condition of local creeks and waterways and as other developments occur. For the foregoing reasons:
 - (a) the Supplied Model is a guide only and should not be used or relied upon for development purposes. For development purposes, it is recommended that a registered surveyor or engineer be engaged to undertake the appropriate assessments; and
 - (b) Council makes no warranty or representation regarding the accuracy or completeness of the Supplied Model and Council disclaims any responsibility or liability in relation to the use of, or reliance upon, the Supplied Model by the applicant.

The applicant acknowledges and accepts that Council shall not be liable for any loss, damage, expense, cost or liability arising from the use of or reliance upon the Supplied Model nor is Council responsible for any errors in or failure to correct errors in the Supplied Model.
4. The applicant shall forward to Council, at no cost, any changes or revisions to the Supplied Model. Where these represent the intended future condition of the catchment or watercourse (the "Modified Model/s"), clearly identifying the data and information and any underlying assumptions that these changes or revisions are based upon. The Modified Model/s will be forwarded no later than / / (Insert date)

PRINTED COPIES OF THIS DOCUMENT ARE UNCONTROLLED. THE ELECTRONIC COPY IS THE CONTROLLED COPY.

Standard Clause: Q7.5

Owner: Senior Engineer, Flood Management

Sponsor: Product Manager, Flood Management



Brisbane Infrastructure
City Design
Request for BCC Computer Model

CD F 802 020

Date: 5 June 2008

Rev no: 1C

Rev date: 29 June 2012

Page 2 of 2

5. Council has the right to use and further update the Modified Model/s (and the information and data and underlying assumptions associated therewith) mentioned in paragraph 4. without further reference to the applicant.
6. The applicant:
 - (a) acknowledges that the original purpose by Council for the Supplied Model may differ from the applicant's proposed use as described in Part C of this document; and
 - (b) shall apply due care and diligence in determining the appropriateness of the Supplied Model for the applicant's proposed use.
7. Where the Modified Model and/or results from the Modified Model are to be submitted to Council for approval, the base parameters used in the revised model are not to differ from those in the original model unless agreed by the Manager, Water Resources or their authorised representative.
8. The applicant shall not distribute the Supplied Model, the Modified Model nor any information, data or assumptions contained therein to a third party without the approval of the Manager, Water Resources or their authorised representative.
9. The estimated maximum fee to be paid by the applicant to cover the cost of extracting the requested information is:

\$ 1500.00
(GST excluded)
10. The applicant may request to halt the extraction of data at any time, however, where this process has already begun; the applicant shall be liable to pay for the extraction work carried out up until the termination order.

** I / I, being an authorised representative of the applicant on behalf of the applicant, [* delete the inapplicable option] agree to the above terms and conditions governing the receipt and use of the Supplied Model.*

.....
(Name of Signatory)

.....
(Position of Signatory of the Applicant)

.....
(Signature of Signatory of or on behalf of the Applicant)

...../...../.....
(Date)

INFORMATION NOTES

1. The Brisbane City Council ("Council") generally will not supply copies of complete hydraulic or hydrologic computer models, but where possible will issue truncated versions.
2. The truncated version of the requested computer model generally will be available within 10 working days from the receipt of the completed application form.
3. No recalibration of the truncated hydraulic model supplied has been undertaken. It is the applicant's responsibility to ensure that a new base model is established with the issued information, which accurately reproduces the levels supplied in the result files. The applicant will need to demonstrate this calibration if the issued information and Modified Model is to form part of a submission to Council.
4. The fee to be paid by the applicant for the provision of the requested data will be the actual costs calculated on the basis of standard charge out rates applicable at the time. A minimum fee of \$550 shall apply.

PRINTED COPIES OF THIS DOCUMENT ARE UNCONTROLLED. THE ELECTRONIC COPY IS THE CONTROLLED COPY.
Standard Clause: Q7.5
Owner: Senior Engineer, Flood Management
Sponsor: Product Manager, Flood Management

Your reference
Our reference
Contact Officer
Telephone

JET:AUC3 10091926
RTI-10-060
Louise Geoghegan
(07) 3810 6222

E-MAILED
13/4/11

RECEIVED
15 APR 2011



BY:.....

Ipswich City Council

Cooper Grace Ward Lawyers
Attention: [REDACTED]
GPO Box 834
BRISBANE QLD 4001

45 Roderick St
PO Box 191
Ipswich QLD 4305
Australia

Tel (07) 3810 6666
Fax (07) 3810 6731
Email council@ipswich.qld.gov.au
Web www.ipswich.qld.gov.au

By Email [REDACTED]

13 April 2011

Dear [REDACTED]

Re: Application for access to information under the *Right to Information Act 2009* (Qld) (RTI Act)

The purpose of this letter is to notify you of the decision I have made on your application dated 3 March 2011 seeking access to information under the RTI Act.

1. Decision

- I have decided to refuse you access to information under sections 47(3)(e) and 52(1)(a) of the *Right to Information Act 2009* (Qld) ("the RTI Act"), on the basis that the documentation sought is non-existent.

This decision was made on **13 April 2011** by Louise Geoghegan, Project Officer.

2. RTI application

In your application dated 3 March 2011 you sought access to documents relating to:

"MIKE 11 Hydrodynamic model of the Brisbane and Bremer Rivers extending from the mouth up to the Wivenhoe Dam wall."

After speaking with Mr Andrew Ward of your office, the type of documents being requested was confirmed as follows:

"Data files and report from the MIKE11 Hydrodynamic Model for the Ipswich area."

The date range you requested Council to search was *"December 2010 – February 2011."*

3. Background facts

On 23 February 2011, Ipswich City Council received a letter from Cooper Grace Ward Lawyers (addressed to Quentin Underwood, Senior Engineer) requesting the MIKE11 Hydrodynamic Model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall.

On 28 February 2011, I emailed Mr Andrew Ward of your office (as the primary signatory on the original letter) with details of how to apply for available information under the RTI Act.

On 3 March 2011, Cooper Grace Ward Lawyers emailed me a completed RTI application form (original also received via express post). I then called Cooper Grace Ward Lawyers on 7 March 2011 and spoke with Mr Andrew Ward about the scope of the application. I advised that I had spoken with our Engineering Department who confirmed that the computer modelling system requested is software.

As software is not covered under the scope of the RTI Act (only documents are), I advised that it could not be considered under the RTI Act and Cooper Grace Ward would need to purchase a licence for the software direct from the provider. I advised that despite this, there may be data files and a report of findings from the program that the scope of the application could be narrowed to include instead. Mr Ward advised that he would take this back to the client for their consideration and would get back to me shortly with a response.

I heard back from Mr Ward on 9 March 2011, who confirmed that the client was in agreement to narrowing the scope of the application to data files and the report from the MIKE11 Hydrodynamic Model (within the date range originally stated).

4. Searches conducted

In responding to your access application, Council has conducted a comprehensive search of the following files, databases and/ or programs:

- Internal Network Files

The searches were conducted by officers in the Infrastructure Planning and Operations Branch of the Engineering Services Department. The Infrastructure Planning and Operations Branch was selected to undertake the searches as they are the branch responsible for the MIKE11 Hydrodynamic Model and documents pertaining to the model.

The searches located no documents within the scope of your application.

5. Information to which access is refused

As stated in paragraph 1 above, access to the information has been refused in accordance with sections 47(3)(e) and 52(1)(a) of the RTI Act.

Section 47(3)(e) of the RTI Act provides:

- (3) *On an application, an agency may refuse access to a document of an agency ...*
- (a) ...
 - (b) ...
 - (c) ...
 - (d) ...
 - (e) *because the document is nonexistent or unlocatable under section 52*
 - (f) ...

Section 52(1) of the RTI Act provides:

- (1) *For section 47(3)(e), a document is nonexistent or unlocatable if -*
- (a) *the agency or Minister dealing with the application for access is satisfied the document does not exist; or*

Example -

A document has not been created

- (b) *the agency or Minister dealing with the application for access is satisfied -*
 - (i) *the document has been or should be in the agency's or Minister's possession; and*
 - (ii) *all reasonable steps have been taken to find the document but the document cannot be found.*

Examples -

A document that has been lost

A document that has been disposed of under an authority given by the State Archivist

Section 28A of the repealed *Freedom of Information Act 1992* (Qld) ("the FOI Act") was similar in terms to sections 47(3)(e) and 52 of the RTI Act. The scope of section 28A(1) of the FOI Act was considered by the Information Commissioner in *PDE and the University of Queensland* (unreported, Decision 210632, 9 February 2009) ("*PDE*"). In this decision, the Information Commissioner, at paragraph 34, stated that section 28A covered two scenarios faced by agencies when dealing with access to information applications:

- (a) Where the document sought does not exist; and
- (b) Circumstances where a document sought exists (to the extent it has been or should be in the agency's possession) but cannot be located.

Paragraphs 37 and 38 of the Information Commissioner's decision in *PDE* state the factors that an agency must be cognisant of in order to be satisfied that a document or information does not exist:

'... it is necessary for the Minister or agency to rely on a number of key factors, including the Minister/agency's particular knowledge or experience with respect to the administrative arrangements of government, the agency structure, the Minister/agency's functions and responsibilities (particularly with respect to the legislation for which it has administrative responsibility and other legal obligations that fall to it), relevant administrative practices and procedures including but not exclusively information management approaches. The knowledge and experience required will vary from agency to agency, Minister to Minister and from one FOI application to another...

What follows is that neither an agency/Minister nor an external merits review body can be satisfied that a document does not exist through a process where an agency/Minister indiscriminately sends out search traces to particular locations in the agency/Office and relies on a nil response. There must be some reference to those key factors listed in paragraph 37 together with key factors within the FOI application or factors reasonably inferred from any other information supplied by the applicant. Those key factors will include the nature and age of the document sought and the nature of the government activity the FOI request relates to'.

Therefore, "being satisfied" that a document or information does not exist is an evaluative judgment based on the knowledge and experience of the agency and considered with the application for information which includes the nature of the application and the age of the information sought.

The question that must be asked is this: Are there reasonable grounds for Council to be satisfied that the requested documents do not exist?

With respect to this application for information, I am satisfied there are reasonable grounds for Council to be satisfied that the information sought does not exist.

In reaching the view that the information sought does not exist, I have made the following material findings of fact:

- (a) The MIKE11 Hydrodynamic Model has the capabilities to create and produce reports/documents;
- (b) The MIKE11 Hydrodynamic Model is not run on a regular basis, rather a needs basis; and
- (c) The document retrieval process undertaken with the Engineering Services Department revealed that no documents were created during the period of December 2010 – February 2011 from the MIKE11 Hydrodynamic Model.

My material findings of fact as outlined above are based on the following:

- (a) Advice from the Infrastructure Planning and Operations Branch of the Engineering Services Department in response to the Document Retrieval Request;
- (b) Sections 47(3)(e) and 52(1)(a) of the RTI Act; and

- (c) The decision of the Information Commissioner in *PDE and the University of Queensland* (unreported, Decision 210632, 9 February 2009).

6. Processing and access charges

There are no processing or access charges for this application.

7. Review rights

If you are not satisfied with this decision (or any part of it), you can apply for an internal review under section 80 of the Act. An application for internal review must be made to this agency within **20 business days from the date of the written notice of the decision** under section 82(c) of the Act. Your application can be lodged in person, by post, fax or email to Council's office:

In Person: Customer Service Centre, 143 Brisbane Street (Top of the Mall), Ipswich; or
By Post: PO Box 191, Ipswich Qld 4305; or
By Facsimile: 07 3202 1389; or
By Email: council@ipswich.qld.gov.au

The internal review will be undertaken by an officer more senior to the original decision maker. The internal reviewer is required to remake the decision with fresh eyes.

You are encouraged to exercise your internal review rights. It gives us the opportunity of improving our services. Using the internal review option gives Council an opportunity to consider additional evidence or information that is raised in an internal review application and conduct any necessary further searches. In many cases, this results in the location of further relevant documents.

However, you do not have to request an internal review to apply for an external review by the independent Information Commissioner. You may apply for an external review by the Information Commissioner under section 85 of the Act.

External reviews may take 4-5 months to complete. An external review application must be made to the Information Commissioner within **20 business days from the date of the written notice of the decision** under section 88(d) of the Act.

Your application can be lodged with the Information Commissioner in one of the following ways:

In person: Level 8, 160 Mary St, Brisbane; or
Post: PO Box 10143, Adelaide Street, Brisbane, Qld 4000; or
Fax: 07 3405 1122; or
Email: administration@oic.qld.gov.au; or
Online: <http://www.oic.qld.gov.au/external-review/application-external-review>

Should you have any questions regarding this decision, please do not hesitate to contact me directly on [REDACTED]

Yours faithfully

[REDACTED]

PROJECT OFFICER

From: [REDACTED]
Sent: Friday, 15 April 2011 4:18 PM
Subject: Update #6 to Bureau of Meteorology data repository for the Insurance Council of Australia [SEC=UNCLASSIFIED]

Good afternoon

Thanks for your patience regarding the Victoria river level data. The Bureau has received permission to supply more data from other agencies in Victoria.

Victoria rainfall and river level

1. Rainfall and river level sites from the entire Flood Warning network for Victoria has been added. See list at bottom of this email.

Click on the link to Victoria, and locate the zip file "Vic_data_20101201_20110131__20110415.zip" to view the data.

Pluvio rainfall intensity data

New QC'd pluvio data logger files have been added for QLD (21 new ones, 96 in total), NSW (54 new, 54 total) and VIC (24 new, 63 total).

Please check the date on the files to confirm which files are new.

To access the new datafiles, please use the following link to the registered user website.

http://www.bom.gov.au/cgi-bin/ncmt/hydro_data.cgi

Regards

[REDACTED]
Bureau of Meteorology

Full list of Vic stations added to the data repository.

Aberfeldy_River_at_Beardmore_585005_01_water_level.html
Acheron_River_at_Taggerty_088119_01_water_level.html
Acheron_River_at_Taggerty_088119_02_water_level.html
Agroforestry_Site_at_Gerangamete_090189_01_rain_accum.html
Avalon_Station_Willomavin_088010_01_rain_accum.html
Avcoa_River_at_Yawong_Weir_578000_01_water_level.html
Avoca_River_Charlton_Downstream_578001_01_water_level.html
Avoca_River_at_Quambatook_577000_01_water_level.html
Avoca_river_at_Archdale_Junction_081127_01_water_level.html
Avon_River_at_Stratford_RWC_Gauge_585025_01_water_level.html
Avon_River_at_The_Channel_085276_01_water_level.html
Avon_River_at_Wimmera_Hwy_579012_01_rain_accum.html
Avon_River_at_Wimmera_Hwy_579012_01_water_level.html
Axe_Ck_at_Strathfieldsaye_581018_01_rain_accum.html
BIGGARA_582015_01_rain_event.html
Balquhain_082153_01_rain_accum.html
Barwon_River_at_Benwerrin_090188_01_rain_accum.html
Barwon_River_at_Geelong_587026_01_water_level.html
Barwon_River_at_Inverleigh_589003_01_water_level.html
Barwon_River_at_Kildean_Lane_590006_01_water_level.html
Barwon_River_at_Pollocksford_087162_01_water_level.html
Barwon_River_at_Ricketts_Marsh_590000_01_water_level.html
Barwon_River_at_Winchelsea_087109_01_water_level.html
Barwon_river_at_Inverleigh_589003_01_rain_accum.html
Bet_Bet_Ck_at_Bet_Bet_581012_01_rain_accum.html
Bet_Bet_Ck_at_Bet_Bet_581012_01_water_level.html
Big_River_at_Joker_Ck_583004_01_water_level.html

Big_River_at_Joker_Ck_583004_02_water_level.html
 Big_river_at_Joker_Ck_583004_01_rain_accum.html
 Blanket_Hill_TBRG_585037_01_rain_accum.html
 Boggy_Ck_at_Angleside_082116_01_water_level.html
 Boonah_090187_01_rain_accum.html
 Booroola_582037_01_rain_accum.html
 Boosey_Creek_at_Tungamah_581023_01_rain_accum.html
 Boosey_Creek_at_Tungamah_581023_01_water_level.html
 Broken_Creek_at_Katamatite_580017_01_rain_accum.html
 Broken_Creek_at_Katamatite_580017_01_water_level.html
 Broken_River_Broken_Weir_582023_01_rain_accum.html
 Broken_River_Broken_Weir_582023_01_water_level.html
 Broken_River_at_Casey's_Weir_581000_01_water_level.html
 Broken_River_at_Casey's_Weir_581000_02_water_level.html
 Broken_River_at_Gowangardie_Weir_581019_01_rain_accum.html
 Broken_River_at_Gowangardie_Weir_581019_01_water_level.html
 Broken_River_at_Moorngag_582000_01_rain_accum.html
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 Broken_River_at_Moorngag_582000_02_rain_accum.html
 Broken_River_at_Moorngag_582000_02_water_level.html
 Broken_River_at_Orrvale_581015_01_water_level.html
 Buchan_River_at_Buchan_584020_01_water_level.html
 Buckland_river_at_Harris_Lane_583003_01_water_level.html
 Buffalo_River_at_Abbeyard_083018_01_water_level.html
 Burnt_Ck_at_Wonwondah_East_579011_01_water_level.html
 Campaspe_River_at_Barnadown_581002_01_water_level.html
 Campaspe_River_at_Campaspe_581008_01_rain_accum.html
 Campaspe_River_at_Redesdale_588006_01_rain_accum.html
 Campaspe_River_at_Rochester_Syphon_580010_01_rain_accum.html
 Campaspe_River_at_Rochester_Syphon_580010_01_water_level.html
 Campaspe_River_at_Rochester_Town_202B_580011_01_water_level.html
 Cann_river_East_Branch_at_Chandlers_Ck_084128_01_water_level.html
 Castle_Ck_at_Arcadia_581011_01_rain_accum.html
 Castle_Ck_at_Arcadia_581011_01_water_level.html
 Castle_Ck_at_Arcadia_581011_02_rain_accum.html
 Castle_Ck_at_Arcadia_581011_02_water_level.html
 Castle_Ck_at_Telfords_Bridge_082149_01_rain_accum.html
 Castle_Ck_at_Telfords_Bridge_082149_01_water_level.html
 Charnwood_082140_01_rain_accum.html
 Congongella_Ck_at_Stawell_579008_01_water_level.html
 Corryong_Ck_at_Towong_582026_01_water_level.html
 Cudgewa_Ck_at_Berringama_582009_01_rain_accum.html
 Cudgewa_Ck_at_Berringama_582009_01_water_level.html
 Cudgewa_Ck_at_Cudgewa_North_582028_01_water_level.html
 Dargo_River_at_Lower_Dargo_Road_584005_01_water_level.html
 Darlot_Ck_at_Homerton_Bridge_590004_01_water_level.html
 Deep_Creek_at_Bulla_587024_01_water_level.html
 Delatite_River_at_Tonga_Bridge_588127_01_rain_accum.html
 Delatite_River_at_Tonga_Bridge_588127_01_water_level.html
 Durdidwarrah_087021_01_rain_accum.html
 Edward_River_at_Liewah_575003_01_water_level.html
 Edward_River_at_Liewah_575003_02_water_level.html
 Enderlee_082147_01_rain_accum.html
 Fifteen_Mile_Ck_at_Greta_South_582002_01_water_level.html
 Fifteen_Mile_Ck_at_Greta_South_582002_02_water_level.html
 Freestone_Ck_at_Briagolong_585034_01_water_level.html
 Fyans_Ck_at_Fyans_Creek_579007_01_water_level.html
 Genoa_river_at_The_Gorge_584007_01_water_level.html
 Gibbo_River_at_Gibbo_Park_582016_01_rain_accum.html
 Gibbo_River_at_Gibbo_Park_582016_01_water_level.html
 Gibbo_River_at_Gibbo_Park_582016_02_rain_accum.html
 Glenelg_River_at_Fulham_Bridge_079108_01_water_level.html
 Glenmaggie_Ck_at_The_Gorge_585021_01_rain_accum.html
 Glenmaggie_Ck_at_The_Gorge_585021_01_water_level.html
 Gouburn_River_at_Ghin_Ghin_088078_01_water_level.html

Goulburn_River_DS_Goulburn_Weir_581009_01_water_level.html
 Goulburn_River_DS_Lake_Eildon_588125_01_water_level.html
 Goulburn_River_at_Arcadia_Downs_581022_01_water_level.html
 Goulburn_River_at_Arcadia_Downs_581022_02_water_level.html
 Goulburn_River_at_Doherty's_583151_01_rain_accum.html
 Goulburn_River_at_Doherty's_583151_01_water_level.html
 Goulburn_River_at_McCoys_Bridge_580000_01_water_level.html
 Goulburn_River_at_Murchison_581001_01_rain_accum.html
 Goulburn_River_at_Murchison_581001_01_water_level.html
 Goulburn_River_at_Murchison_581001_02_rain_accum.html
 Goulburn_River_at_Murchison_581001_02_water_level.html
 Goulburn_River_at_Seymour_088126_01_rain_accum.html
 Goulburn_River_at_Seymour_088126_01_water_level.html
 Goulburn_River_at_Shepparton_081044_01_water_level.html
 Goulburn_River_at_Trawool_588007_01_water_level.html
 Greta_West_082167_01_rain_accum.html
 Happy_Valley_Ck_at_Rosewhite_082162_01_water_level.html
 Heronslea_082143_01_rain_accum.html
 Hillside_082145_01_rain_accum.html
 Holland_Ck_at_Kelfeera_582001_01_rain_accum.html
 Holland_Ck_at_Kelfeera_582001_01_water_level.html
 Holland_Ck_at_Kelfeera_582001_02_water_level.html
 Home_Ck_at_Yarck_588002_01_water_level.html
 Honey_Suckle_Ck_US_Violet_Town_082084_01_rain_accum.html
 Honey_Suckle_Ck_US_Violet_Town_082084_01_water_level.html
 Hughes_Ck_at_Tarcombe_Road_588128_01_water_level.html
 Hurdle_Ck_at_Bobinawarrah_082128_01_water_level.html
 Jackson_Creek_at_Sunbury_587116_01_rain_accum.html
 Jackson_Creek_at_Sunbury_587116_01_water_level.html
 Jim_Crow_Ck_at_Yandoit_588011_01_rain_accum.html
 Jim_Crow_Ck_at_Yandoit_588011_01_water_level.html
 Joyces_Ck_at_Strathlea_588005_01_water_level.html
 Kiewa_River_at_Bandiana_582013_01_water_level.html
 Kiewa_River_at_Kiewa_Bywash_582007_01_water_level.html
 Kiewa_River_at_Kiewa_Main_Channel_582011_01_water_level.html
 Kiewa_River_at_Mongans_Bridge_582012_01_water_level.html
 King_Parrot_Ck_at_Flowerdale_588129_01_water_level.html
 King_River_at_Cheshunt_082105_01_rain_accum.html
 King_River_at_Cheshunt_082105_01_water_level.html
 King_River_at_Docker_Road_582004_01_water_level.html
 King_River_at_Docker_Road_582004_02_water_level.html
 King_River_at_Edi_582005_01_water_level.html
 Lake_Buffalo_DS_583007_01_water_level.html
 Lake_Eppalock_DS_581007_01_water_level.html
 Lake_Glenmaggie_Head_Gauge_585237_01_water_level.html
 Lake_Glenmaggie_Head_Gauge_585237_02_water_level.html
 Lake_William_Hovell_Reservoir_083074_01_rain_accum.html
 Latrobe_River_Thoms_Bridge_585245_01_water_level.html
 Latrobe_River_at_Kilmany_585039_01_water_level.html
 Latrobe_River_at_Noojee_585036_01_water_level.html
 Latrobe_River_at_Rosedale_585031_01_water_level.html
 Latrobe_River_at_Willow_Grove_585030_01_water_level.html
 Leigh_River_at_Mount_Mercer_089104_01_water_level.html
 Leigh_River_at_Shelford_587046_01_water_level.html
 Lerderderg_River_at_Sardine_Creek_587525_01_water_level.html
 Lerderderg_River_at_Lerderderg_Gorge_587022_01_water_level.html
 Loddon_River_DS_580009_01_water_level.html
 Loddon_River_DS_Cairn_Curran_Reservoir_588000_01_water_level.html
 Loddon_River_DS_Laanecoorie_Reservoir_581004_01_water_level.html
 Loddon_River_at_Appin_South_580002_01_water_level.html
 Loddon_River_at_Kerang_580001_01_water_level.html
 Loddon_River_at_Newstead_588004_01_water_level.html
 Loddon_river_at_Vaughn_588010_01_rain_accum.html
 Loddon_river_at_Vaughn_588010_01_water_level.html
 Macalister_River_DS_Lake_Glenmaggie_585235_01_water_level.html

Macalister_River_at_Glencairn_585003_01_rain_accum.html
 Macalister_River_at_Glencairn_585003_01_water_level.html
 Macalister_River_at_Licola_585004_01_rain_accum.html
 Macalister_River_at_Licola_585004_01_water_level.html
 Macalister_River_at_Stringybark_Ck_585032_01_rain_accum.html
 Macalister_River_at_Stringybark_Ck_585032_01_water_level.html
 Mackenzie_River_at_Mackenzie_Creek_579017_01_water_level.html
 Major_Ck_at_Graytown_588008_01_rain_accum.html
 Major_Ck_at_Graytown_588008_01_water_level.html
 Maribrynong_River_at_Keilor_586122_01_rain_accum.html
 McCallum_Ck_at_Carisbrook_588014_01_water_level.html
 Mitchell_River_at_Glenaladale_085270_01_water_level.html
 Mitchell_River_at_Lindenow_Bulmers_Lane_584012_01_water_level.html
 Mitchell_River_at_Rosehill_084147_01_water_level.html
 Mitchell_River_at_Wuk_Wuk_584013_01_water_level.html
 Mitta_Mitta_River_at_Colemans_582010_01_water_level.html
 Mitta_Mitta_River_at_Colemans_582010_02_water_level.html
 Mitta_Mitta_River_at_Hinnomunjie_583005_01_rain_accum.html
 Mitta_Mitta_River_at_Hinnomunjie_583005_01_water_level.html
 Mitta_Mitta_River_at_Tallandoon_082106_01_water_level.html
 Moe_Drain_at_Trafalgar_East_585010_01_water_level.html
 Moe_River_at_Darnum_585247_01_water_level.html
 Mollisons_Ck_at_Pyalong_088064_01_water_level.html
 Moorabool_River_at_Morrison_087016_01_rain_accum.html
 Morella_082146_01_rain_accum.html
 Moroko_Park_082148_01_rain_accum.html
 Morralbool_River_at_Batesford_Bridge_587028_01_water_level.html
 Morwell_River_at_Yallourn_Pumphouse_585192_01_water_level.html
 Morwell_river_at_Boolarra_585017_01_water_level.html
 Mount_Buninyong_087046_01_rain_accum.html
 Mount_Hope_Ck_at_Mitamo_580008_01_water_level.html
 Mount_Tabletop_082142_01_rain_accum.html
 Mount_Wombat_582035_01_rain_accum.html
 Moyne_River_at_Toolong_590009_01_water_level.html
 Mt_Cole_Ck_at_Crowlands_579006_01_water_level.html
 Mt_Pleasant_Ck_at_Runnymede_581017_01_rain_accum.html
 Muckleford_Creek_at_Muckleford_North_588018_01_water_level.html
 Murray_River_DS_Torrumbarry_Weir_574003_01_water_level.html
 Murray_River_at_Barmah_574001_01_water_level.html
 Murray_River_at_Biggara_582015_01_water_level.html
 Murray_River_at_Biggara_582015_02_rain_accum.html
 Murray_River_at_Biggara_582015_02_water_level.html
 Murray_River_at_Boundary_Bend_076135_01_water_level.html
 Murray_River_at_Colignan_576000_01_water_level.html
 Murray_River_at_Colignan_576000_02_water_level.html
 Murray_River_at_Doctors_Point_572003_01_water_level.html
 Murray_River_at_Jingellic_072156_01_rain_accum.html
 Murray_River_at_Jingellic_072156_01_water_level.html
 Murray_River_at_Pianta_Road_580015_01_water_level.html
 Murray_River_at_Swan_Hill_076112_02_water_level.html
 Murray_River_at_Tocumwal_574004_01_water_level.html
 Murray_River_at_Wakool_Junction_076120_01_water_level.html
 Narracan_Ck_at_Thorpdale_585079_01_water_level.html
 Ovens_River_at_Bright_583148_01_rain_accum.html
 Ovens_River_at_Bright_583148_01_water_level.html
 Ovens_River_at_Bright_583148_02_rain_accum.html
 Ovens_River_at_Bright_583148_02_water_level.html
 Ovens_River_at_Myrtleford_582027_01_water_level.html
 Ovens_River_at_Peechelba_East_582021_01_water_level.html
 Ovens_River_at_Rocky_Point_582014_01_rain_accum.html
 Ovens_River_at_Rocky_Point_582014_01_water_level.html
 Ovens_River_at_Rocky_Point_582014_02_rain_accum.html
 Ovens_River_at_Rocky_Point_582014_02_water_level.html
 Ovens_River_at_Wangaratta_582033_01_water_level.html
 Pine_Ck_at_Broadford_588022_01_rain_accum.html

Pranjip_Ck_at_Moorilim_581010_01_rain_accum.html
 Pranjip_Ck_at_Moorilim_581010_01_water_level.html
 Pranjip_Ck_at_Moorilim_581010_02_rain_accum.html
 Pranjip_Ck_at_Moorilim_581010_02_water_level.html
 Rainbow_Ck_at_Heyfield_585028_01_water_level.html
 Rubicon_River_at_Rubicon_588009_01_water_level.html
 STRATH_CREEK_088158_01_rain_event.html
 Serpentine_Weir_580012_01_water_level.html
 Seven_Cks_at_DS_Polly_McQuinns_082154_01_rain_accum.html
 Seven_Cks_at_DS_Polly_McQuinns_082154_01_water_level.html
 Seven_Cks_at_Euroa_582017_01_water_level.html
 Seven_Cks_at_Euroa_582017_02_water_level.html
 Seven_Cks_at_Galls_Gap_Road_082150_01_water_level.html
 Seven_Cks_at_Kialla_West_581016_01_water_level.html
 Seven_Cks_at_Kialla_West_581016_02_water_level.html
 Seven_Cks_at_Strathbogie_082151_01_rain_accum.html
 Seven_Cks_at_Strathbogie_082151_01_water_level.html
 Snowy_Ck_at_Granite_Flat_582018_01_rain_accum.html
 Snowy_Ck_at_Granite_Flat_582018_01_water_level.html
 Snowy_River_at_Jarrahmond_584004_01_water_level.html
 Snowy_River_at_Orbost_584011_01_water_level.html
 Snowy_river_at_McKillops_Bridge_084126_01_water_level.html
 Stoney_Ck_at_Tamleugh_581014_01_water_level.html
 Stoney_Ck_at_Tamleugh_581014_02_water_level.html
 Strathbogie_North_082043_01_rain_accum.html
 Sugarloaf_Ck_at_Ash_Bridge_588001_01_water_level.html
 Sunday_Ck_at_Tallarook_588126_01_rain_accum.html
 Sunday_Ck_at_Tallarook_588126_01_water_level.html
 Tallangata_Ck_at_McCallums_582022_01_rain_accum.html
 Tallangata_Ck_at_McCallums_582022_01_water_level.html
 Tambo_River_DS_Ramrod_Ck_584014_01_water_level.html
 Tambo_River_at_Swifts_Ck_584006_01_rain_accum.html
 Tambo_River_at_Swifts_Ck_584006_01_water_level.html
 Tanjil_River_at_Tanjil_Junction_085266_01_water_level.html
 Tanjil_River_at_Tanjil_South_585029_01_water_level.html
 Tatong_582032_01_rain_accum.html
 Temagong_588023_01_rain_accum.html
 Thomson_River_US_Cowwarr_Weir_585022_01_water_level.html
 Thomson_River_at_Bundalaguah_585038_01_water_level.html
 Thomson_River_at_Heyfield_585026_01_water_level.html
 Thomson_River_at_Wandocka_585027_01_water_level.html
 Traralgon_Ck_at_Koornalla_085281_01_rain_accum.html
 Traralgon_Ck_at_Koornalla_085281_01_water_level.html
 Traralgon_Ck_at_Koornalla_085281_02_rain_accum.html
 Traralgon_Ck_at_Traralgon_Princes_Hwy_585013_01_water_level.html
[Tullaroop_Ck @ Tullaroop Res. HG 588016_01_water_level.html](#)
 Tullaroop_Ck_DS_Tullaroop_Reservoir_588012_01_water_level.html
 Tullaroop_Ck_at_Clunes_588013_01_rain_accum.html
 Tullaroop_Ck_at_Clunes_588013_01_water_level.html
 WARRENBAYNE_082134_01_rain_event.html
 WINCHELSEA_090167_01_rain_event.html
 Wakool_River_at_Stoney_Crossing_575002_01_water_level.html
 Warrambine_Ck_at_Warrambine_089084_01_rain_accum.html
 Warrambine_Ck_at_Warrambine_089084_01_water_level.html
 Waterhouse_Reservoir_082144_01_rain_accum.html
 Wattle_Ck_at_Navarre_579010_01_water_level.html
 Werribee_River_DS_Melton_Reservoir_087040_01_water_level.html
 Werribee_River_at_Bacchus_Marsh_587023_01_water_level.html
 Werribee_River_at_Ballan_587017_01_water_level.html
 West_Barwon_Dam_590007_01_rain_accum.html
 Whiteheads_Ck_588021_01_rain_accum.html
 Whiteheads_Ck_588021_01_water_level.html
 Whiteheads_Ck_588021_02_rain_accum.html
 Whiteheads_Ck_588021_02_water_level.html
 Wimmera_River_US_Dimboola_578004_01_rain_accum.html

Wimmera_River_at_Drung_Drung_579014_01_water_level.html
Wimmera_River_at_Drung_Drung_579014_02_water_level.html
Wimmera_River_at_Eversley_579005_01_water_level.html
Wimmera_River_at_Glynwylln_579009_01_water_level.html
Wimmera_River_at_Horsham_Walmers_579000_01_water_level.html
Wimmera_River_at_Quantong_Bridge_579013_01_water_level.html
Wimmera_river_US_Dimboola_578004_01_water_level.html
Wonnangatta_River_at_Waterford_084118_01_water_level.html
Wonnangatta_river_at_Crooked_river_585033_01_water_level.html
Yackandandah_Ck_at_Osbornes_Flat_582020_01_water_level.html
Yarriambiack_Creek_at_Wimmera_Highway_579018_01_water_level.html
Yea_River_at_Devlin's_Bridge_088125_01_water_level.html

[REDACTED]

From: Right to Information <RightToInformation@ipswich.qld.gov.au>
Sent: Monday, 18 April 2011 3:31 PM
To: [REDACTED]
Cc: Right to Information
Subject: Right to Information request for terrain documentation from Ipswich City Council
Attachments: Cooper Grace Ward - Request for Application Form and Application Fee - 18 April 2011.pdf; RTI and IP Application Form.pdf

Good afternoon [REDACTED]

As per our phone conversation on 15 April 2011, please find **attached** our letter outlining the process to apply for terrain documentation under the *Right to Information Act 2009* (Qld) ("the RTI Act"). I have also attached the official RTI application form outlined in the letter.

Should you have any questions regarding the attached, please do not hesitate to contact me.

Kind regards

[REDACTED] | Project Officer - Corporate Governance
Finance and Corporate Governance Branch
IPSWICH CITY COUNCIL
PO Box 191 Ipswich Queensland 4305 Australia
T| [REDACTED]
[REDACTED] [u](http://www.ipswich.qld.gov.au)
W| www.ipswich.qld.gov.au

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Your reference
Our reference
Contact Officer
Telephone

Louise Geoghegan
07 3810 6222



Ipswich City Council

45 Roderick St
PO Box 191
Ipswich QLD 4305
Australia

Tel (07) 3810 6666
Fax (07) 3810 6731
Email council@ipswich.qld.gov.au
Web www.ipswich.qld.gov.au

Cooper Grace Ward Lawyers
Attention: Mr Rocco Russo
GPO Box 834
BRISBANE QLD 4001

By Email: [REDACTED]

18 April 2011

Dear [REDACTED]

Re: Request for Information - Application for Documentation Under the *Right to Information Act 2009*

I refer to our phone conversation on 15 April 2011 regarding a request from a third party for terrain documentation on behalf of Cooper Grace Ward Lawyers under the *Right to Information Act 2009* (RTI Act).

As discussed and pursuant to section 33(2) of the RTI Act, I am contacting you to advise that the emailed application does not currently comply with relevant application requirements. Specifically, we require the application from Cooper Grace Ward Lawyers in the approved form and payment of the application fee.

Section 24(2) and (3) of the RTI Act sets out the application requirements for access applications for documents:

(2) The application must –

- (a) be in the **approved form and be accompanied by the application fee**; and*
- (b) give sufficient information concerning the document to enable a reasonable officer of the agency or Minister to identify the document; and*
- (c) state an address to which notices under this Act may be sent to the applicant.*

The 'approved form' is the form approved by the Chief Executive and which is available on the Queensland Government's website. A copy of the approved form is **enclosed**. Could you please complete the approved form and return it to me.

The **application fee** referred to in section 24(2)(a) of the RTI Act is **\$38.00**. Please send a cheque made payable to Ipswich City Council for that amount, contact the Cashier on (07) 3810 6270 to arrange for payment by credit card or supply your credit card details on the approved form.

Your application will not be considered compliant and will not be processed until the approved form and application fee is received.

You can either:

- post your completed form and cheque*, marked for the attention of the City Solicitor, to the Council at PO Box 191, Ipswich Qld 4305; or
- deliver your completed form and cheque* to the Council's Customer Service Centre at Ipswich City Square, 143 Brisbane Street (Top of the Mall), Ipswich; or
- email your completed form to righttoinformation@ipswich.qld.gov.au and deliver or send your cheque* to the locations or address above.

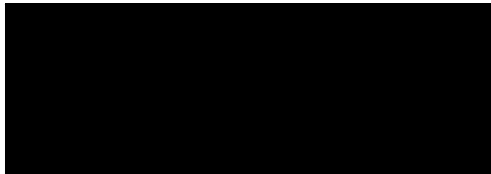
* or other alternative method of payment as outlined above

Once your completed form and application fee are received, I will send you an acknowledgement letter and provide you with details of how your application will be processed and what charges may be applicable.

If Council does not receive the completed form and application fee within **10 business days** from the date of this letter, Council may make a formal decision under section 33(5) of the RTI Act that your application does not comply with the application requirements.

If you have any queries regarding this letter please feel free to contact me on ([REDACTED])

Yours sincerely



PROJECT OFFICER

Encl



COOPER GRACE WARD
LAWYERS

Our Ref: JJD:RXR 10091926

29 April 2011

[REDACTED]
Ipswich City Council
PO Box 191
IPSWICH QLD 4305

Fax: 07 3202 1389
Email: RightToInformation@ipswich.qld.gov.au
[REDACTED]

Level 21, 400 George Street
Brisbane 4000 Australia

GPO Box 834, Brisbane 4001

T 61 7 3231 2444

F 61 7 3221 4356

www.cgw.com.au

ABN 95 591 906 639

Dear [REDACTED]

Right to information application for LIDAR terrain data

We refer to your letter of 18 April 2011.

As requested, we **enclose** a right to information application in relation to the data previously requested by Mr Steven Clarke of Water Technology.

A cheque in the sum of \$38.00 is **enclosed** with the hard copy of this letter.

We look forward to hearing from you.

Yours faithfully
COOPER GRACE WARD

[REDACTED]
Lawyer

T
F
E

[REDACTED]
Partner

JJD10091926 3817158v1

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Right to Information and Information Privacy Access Application

Right to Information Act 2009 (section 24)

Information Privacy Act 2009 (section 43)



Queensland
Government

Please read the following information carefully before proceeding with your application

It is recommended that you contact the **RTI officer** in the relevant agency for assistance and advice **before** completing and submitting this application form.

The information you are seeking may be already available online, for purchase or by request:

Online – a search of the relevant agency websites may locate the information you are seeking;

For purchase – agencies may offer documents for purchase (for example: birth certificates, transcripts of proceedings, spatial statistics);

By request – agencies may administratively release a range of information upon request.

If you do wish to make a formal application to access documents under the *Right to Information (RTI) Act 2009* or the *Information Privacy (IP) Act 2009*, the application must be submitted on this approved form. The completed form should be submitted directly to:

agency: Ipswich City Council

via facsimile on: 07 3202 1389

in person at: [redacted] Brisbane Street, Ipswich Qld 4305

or via post: PO Box 191, Ipswich Qld 4305

On-line applications can be made to Queensland government departments and Ministers via www.rti.qld.gov.au.

Applications requesting access to non-personal information or a combination of personal and non-personal information are made under the RTI Act. There is an application fee of \$38 and processing and access charges may be payable.

Applications requesting access to personal information **only** are made under the IP Act. There is no application fee or processing charges for access to personal information only, however access charges may be payable. You will be required to provide evidence of your identity.

Note: If your application seeks access to personal information of someone other than yourself (except where you are authorised to act on that person's behalf), or where you are also seeking access to documents that are considered non-personal, your application will be dealt with under the RTI Act. You will be advised by the RTI officer if this is the case, and you will be required to pay the RTI application fee. If in doubt, contact the RTI officer of the agency to which you are applying.

Note: [] Denotes Mandatory field

Contact Details

You are required to supply your name and an address for correspondence. Additional contact details will help us to deal with your application, and to correspond with you in the manner you prefer. If you are applying on behalf of another person, please complete this section with your contact details.

Title (e.g. Mr, Mrs, Ms, Miss) Given name/s

Family name

Organisation / Company name (complete if you are making this application on behalf of an organisation or company)

Cooper Grace Ward Lawyers

Postal address

Level 21, 400 George Street

BRISBANE QLD

Postcode 4000

Preferred method of contact (Please indicate by numbering in order of preference, your preferred method of contact. If you choose email or post, please also provide a contact telephone number. The agency may need to telephone the applicant to clarify aspects of the application. Please include country code and area code, where applicable.)

Phone [2]

Fax [4]

Mobile []

Email [1]

Post [3]

E

T

Application Details

1. Which description most closely describes your application for access?

☒ I am seeking access to documents that are **non-personal** in nature

\$38.00 application fee payable

☐ I am seeking access to documents that contain **personal information only** either in relation to myself or the person on whose behalf

☐ I am applying

No application fee

☐ I am seeking access to documents that contain personal information either in relation to myself or the person on whose behalf I am

☐ applying that may contain the **personal information of someone else** and / or **non-personal information**

\$38.00 application fee payable

2. Are you seeking access to information on someone's behalf?

No ☒

Yes ☐

Family name

Given name/s

Please attach **proof of your authorisation to act on the person's behalf**, such as legal documentation in support of your authority (for example: a client agreement if you are a solicitor) or written authorisation from the person concerned.

3. Which agency/s are you applying to? (Note: Applications are per agency and each application will incur a separate application fee)

Ipswich City Council

4. Particular details:

Please provide specific and detailed information about the documents you are seeking, as this will help us process your application.

a. The subject matter of the documents you are seeking (e.g. the planning process for the Letter Z Program)

LIDAR terrain information data set

b. The type of documents (e.g. internal memos, emails)

data sets

c. The time period / date range you would like us to search within (e.g. September 2008 - June 2009)

Most recent version

d. Relevant document reference numbers (if known)

Not known

e. Where you think the documents may be located (e.g. facility, business area, unit, person)

Likely to be located on a central server

f. Any other details you believe will assist us in dealing with your application Note: include additional information that the agency requires in the space provided or as an attachment to your application (e.g. date of birth will assist in locating relevant files to distinguish you from someone with the same name)

5. Preferred access type (tick one):

Note: Your preferred access type may not be available. If you choose to access documents by email, CD, DVD or inspection, there will be no charge for this access.

☐ Inspect document/s

☐ Photocopy of document/s (\$0.20 per A4 page)

☐ Document/s sent to me by email

☐ Copy of the document/s on DVD

☒ Copy of the document/s on CD

Note: Information that is not personal to the applicant released following an application under the RTI Act may be published in an online disclosure log. A disclosure log would usually contain a summary of the RTI application as well as the relevant documents (either in full or in part) or details of how the documents may be accessed.

6. Evidence of identity

If you are seeking access to documents that contain personal information either in relation to you or on behalf of another person, you must provide evidence of your identity with this application or within 10 business days of making this application in order for your application to be processed. If you are seeking documents on someone's behalf, both parties must provide evidence of their identities. (If you are not seeking any personal information, you are not required to provide evidence of your identity.)

Applying:

by post - attach a **certified copy** of your identification document to this application form.

in person - produce the original identification document for the RTI officer to sight.

by email or fax - post or present a **certified copy** of the identification document to the relevant agency to which you are applying for information. (A certified copy is considered valid if it is witnessed by a lawyer or notary public, a commissioner for declarations or a justice of the peace, or in the case of a prisoner, a corrective services officer. "refer note below")

Note: Documents that provide sufficient evidence of identity include:

- Current driver's licence
- Identifying page of current passport
- Birth certificate
- Copy of a prisoner's identity card certified by a corrective services officer
- Statutory declaration of an individual who has known the applicant for at least one year
(A declaration template can be downloaded at www.courts.qld.gov.au/Forms/General/Qldstatdec.pdf)

7. Financial hardship

Concession card holders - Applications for financial hardship must be made in writing to the relevant agency. If you hold a valid concession card, and you are seeking a waiver of processing and access charges, you must show the RTI officer your card (or **attach** a copy of the card to your application).

Note: Not all concession cards are accepted. Please contact the RTI officer to be sure your card qualifies.

Non-Profit organisations - If you have financial hardship status, you must provide the RTI officer with a copy of the notice from the Office of the Information Commissioner showing that financial hardship status has been granted.

Note: If you are a non-profit organisation and have sought **financial hardship status** under the RTI Act, do not submit this application until you have advice from the Office of the Information Commissioner about whether financial hardship status has been granted. If financial hardship status is granted, this status will remain current for one year from the date of the Information Commissioner's decision, unless there is a substantial improvement in your organisation's financial circumstances.

Declaration

Privacy Notice: In making this application, you are providing personal information such as name and contact details. This information will be used for the purpose of assessing your application and ensuring we are able to remain in contact with you regarding the status of your application. Your personal information will be accessed by persons who have been authorised to do so, including the decision maker in the agency to which your application relates. Your personal information is handled in accordance with the *Information Privacy Act 2009*.

I declare that:

- The information provided in this form is complete and correct
- I have read the privacy notice
- Where applicable, I have attached documents required for the purpose of this application (e.g. evidence of identity, authorisation to act on another person's behalf, evidence of financial hardship status)
- In the event I cannot attach any required copies of documents, I will provide them to the agency within **10 business days** of making this application
- I have included any relevant application fee/s (fees are based on the type of application, and are noted in section 1)

I understand that it is an offence to give misleading information about my identity, and that doing so may result in a decision to refuse to process my application.

Signature


PARNER COOPER GRACE
WARD

Date

29 / 04 / 2011

Mastercard/Visa Authority

Expiry date

/

Card number

Amount

\$

Cardholder's name

Cardholder's signature

Office Use Only

Date received

/ /

RTI Ref / IP Ref

Application Fee Received No ☐ Yes ☒

Date / /

Satisfied as to Identity of Applicant No ☐ Yes ☒

Date / /

Identity Document Sighted No ☐ Yes ☒

Type

Receiving Officer (print name)

Decision Maker Assigned to Application (print name)

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 3 May 2011 10:47 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Request for BCC Computer Model
Attachments: Flood Mgmt form - BCC.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Dear [REDACTED]

Please find attached the completed 'Request for BCC Computer Model' application.

Please let me know if there are any issues.

Regards,

[REDACTED]
Office Administrator



WATER TECHNOLOGY
WATER, COASTAL & ENVIRONMENTAL CONSULTANTS

web: www.watech.com.au

WATER TECHNOLOGY
93 Boundary St
PO Box 5700
West End Queensland Australia 4101
tel: [REDACTED]
fax: 61 (0)7 3846 5144

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Brisbane Infrastructure
City Design
Request for BCC Computer Model

CD F 802 020

Date: 5 June 2008

Rev no: 1C

Rev date: 29 June 2012

Page 1 of 2

PART A - APPLICANT DETAILS

NAME		PHONE No.	
COMPANY NAME	COOPER GRACE WARD	FAX No.	07 3231 8482
POSTAL ADDRESS	Level 21, 400 George Street, Brisbane, Qld 4000 GPO Box 834, Brisbane, Qld 4001	E-mail	

PART B - DESCRIPTION OF MODEL

CREEK/CATCHMENT	Brisbane River model 2004	MODEL TYPE (e.g. MIKE11)	Hydraulic model – MIKE 11
MODEL LIMITS FROM:	Full Model	TO:	Full Model

MODEL DESCRIPTION
(include design events)

The supplied data includes Brisbane River model for the design events of Q10, Q20, Q50, Q100 and Q2000, and their modelling results.

PART C - PROPOSED USE OF MODEL

To assist Cooper Grace Ward + RACA Insurance in determining inundation mechanisms in Ipswich + Brisbane regions.

PART D - TERMS AND CONDITIONS

The computer model data described in this document (the "Supplied Model") is issued by Brisbane City Council ("Council") to the applicant subject to the following terms and conditions:

1. The Supplied Model shall be used only for the purposes described in Part C of this document.
2. The applicant acknowledges that Council owns all intellectual property rights in the Supplied Model and in any materials derived therefrom (including any Modified Models).
3. The Supplied Model is based on available historical information, localised studies and geographical and geological data regarding waterway corridors and overland flow paths. The Supplied Model may change if, amongst other things, more detailed information becomes available, or changes are made in the modelling methodology or there are changes in the condition of local creeks and waterways and as other developments occur. For the foregoing reasons:
 - (a) the Supplied Model is a guide only and should not be used or relied upon for development purposes. For development purposes, it is recommended that a registered surveyor or engineer be engaged to undertake the appropriate assessments; and
 - (b) Council makes no warranty or representation regarding the accuracy or completeness of the Supplied Model and Council disclaims any responsibility or liability in relation to the use of, or reliance upon, the Supplied Model by the applicant.The applicant acknowledges and accepts that Council shall not be liable for any loss, damage, expense, cost or liability arising from the use of or reliance upon the Supplied Model nor is Council responsible for any errors in or failure to correct errors in the Supplied Model.
4. The applicant shall forward to Council, at no cost, any changes or revisions to the Supplied Model. Where these represent the intended future condition of the catchment or watercourse (the "Modified Model/s"), clearly identifying the data and information and any underlying assumptions that these changes or revisions are based upon. The Modified Model/s will be forwarded no later than / / (Insert date)

PRINTED COPIES OF THIS DOCUMENT ARE UNCONTROLLED. THE ELECTRONIC COPY IS THE CONTROLLED COPY.
Standard Clause: Q7.5

Owner: Senior Engineer, Flood Management

Sponsor: Product Manager, Flood Management



Brisbane Infrastructure
City Design
Request for BCC Computer Model

CD F 802 020

Date: 5 June 2008

Rev no: 1C

Rev date: 29 June 2012

Page 2 of 2

5. Council has the right to use and further update the Modified Model/s (and the information and data and underlying assumptions associated therewith) mentioned in paragraph 4. without further reference to the applicant.
6. The applicant:
 - (a) acknowledges that the original purpose by Council for the Supplied Model may differ from the applicant's proposed use as described in Part C of this document; and
 - (b) shall apply due care and diligence in determining the appropriateness of the Supplied Model for the applicant's proposed use.
7. Where the Modified Model and/or results from the Modified Model are to be submitted to Council for approval, the base parameters used in the revised model are not to differ from those in the original model unless agreed by the Manager, Water Resources or their authorised representative.
8. The applicant shall not distribute the Supplied Model, the Modified Model nor any information, data or assumptions contained therein to a third party without the approval of the Manager, Water Resources or their authorised representative.
9. The estimated maximum fee to be paid by the applicant to cover the cost of extracting the requested information is:

\$ 1500.00
(GST excluded)
10. The applicant may request to halt the extraction of data at any time, however, where this process has already begun; the applicant shall be liable to pay for the extraction work carried out up until the termination order.

* I / I, being an authorised representative of the applicant on behalf of the applicant, [* delete the inapplicable option] agree to the above terms and conditions governing the receipt and use of the Supplied Model.

.....
Director
(Position of Signatory of the Applicant)

.....
(Signature of Signatory of or on behalf of the Applicant)

29 / 4 / 11
(Date)

INFORMATION NOTES

1. The Brisbane City Council ("Council") generally will not supply copies of complete hydraulic or hydrologic computer models, but where possible will issue truncated versions.
2. The truncated version of the requested computer model generally will be available within 10 working days from the receipt of the completed application form.
3. No recalibration of the truncated hydraulic model supplied has been undertaken. It is the applicant's responsibility to ensure that a new base model is established with the issued information, which accurately reproduces the levels supplied in the result files. The applicant will need to demonstrate this calibration if the issued information and Modified Model is to form part of a submission to Council.
4. The fee to be paid by the applicant for the provision of the requested data will be the actual costs calculated on the basis of standard charge out rates applicable at the time. A minimum fee of \$550 shall apply.

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Standard Clause: Q7.5
Owner: Senior Engineer, Flood Management
Sponsor: Product Manager, Flood Management

[REDACTED]

From: [REDACTED]
Sent: Thursday, 5 May 2011 5:19 PM
To: [REDACTED]
Subject: Lidar Data

Hi [REDACTED]

I just put a request into DERM to get some data about this item:
http://www.derm.qld.gov.au/services_resources/item_details.php?item_id=34633 but I thought I'd see if you could get back to me faster.

We are looking to get some good LIDAR data for the area between Wivenhoe Dam and Ipswich.

Do you have any info on it, such as how good the data is. Could I send a Mapinfo Tab file or an ArcGIS shape file of the extent?

Cheers

[REDACTED]
Project Engineer

WATER TECHNOLOGY • [REDACTED] • www.watech.com.au

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[REDACTED]

From: [REDACTED]
Sent: Friday, 6 May 2011 12:51 PM
To: [REDACTED]
Subject: RE: Lidar Data

Hi [REDACTED]
sorry, I'm on leave for the next few weeks, just checking a few things by VPN today.

LIDAR data isn't my area at all and I know next to nothing about our holding, however Product Delivery are usually quite prompt with response and supply. What I would recommend is to let me know if you don't hear back from them within a few days and I'll chase it up from here. Just give me a buzz if required: 0427 010 202

Cheers,
[REDACTED]

From: [REDACTED]
Sent: Thursday, 5 May 2011 5:19 PM
To: [REDACTED]
Subject: Lidar Data

Hi [REDACTED]

I just put a request into DERM to get some data about this item:
http://www.derm.qld.gov.au/services_resources/item_details.php?item_id=34633 but I thought I'd see if you could get back to me faster.

We are looking to get some good LIDAR data for the area between Wivenhoe Dam and Ipswich.

Do you have any info on it, such as how good the data is. Could I send a Mapinfo Tab file or an ArcGIS shape file of the extent?

Cheers

[REDACTED]
Project Engineer

WATER TECHNOLOGY • [REDACTED] • www.watech.com.au

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+-----+
Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+

[REDACTED]

From: [REDACTED]
Sent: Monday, 16 May 2011 11:35 AM
To: [REDACTED]
[REDACTED]
Subject: Re: Request for BCC Computer Model

Hi T [REDACTED]

Thanks for sending through the signed user agreement.

Unfortunately, as per my previous email, a purchase order number for this job is required by our finance department to initiate the project. Can you please provide it at your earliest convenience.

I also notice that the person who signed the user agreement is [REDACTED] which is different to the applicant detail in Part A. Should the invoice be sent to Steve, please provide the contact detail that the invoice can be sent.
Regards
[REDACTED]

[REDACTED]
Engineer | Flood Management
Water & Environment | City Design | Brisbane Infrastructure | Brisbane City Council
Level 1 Green Square | 505 St Pauls Terrace | Fortitude Valley | Qld 4006
T [REDACTED]

>>> [REDACTED] > 3/05/2011 10:46 am >>>
Dear [REDACTED]

Please find attached the completed 'Request for BCC Computer Model' application.

Please let me know if there are any issues.

Regards,

[REDACTED]
Office Administrator



WATER TECHNOLOGY
WATER, COASTAL & ENVIRONMENTAL CONSULTANTS

web: www.watech.com.au

WATER TECHNOLOGY
93 Boundary St
PO Box 5700
West End Queensland Australia 4101

tel: [REDACTED]
[REDACTED] 4

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

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

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 17 May 2011 2:05 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Brisbane River model provision
Attachments: A file is ready for you to collect

Hi [REDACTED]

Please find the download link in the attached email.

The supplied data includes design events of Q10, Q20, Q50, Q100 and Q2000, and the modelling result of the Brisbane River model.

Please let me know if you have any query in relation to the supplied data.

Regards,

[REDACTED]

[REDACTED]
Engineer | Flood Management
Water & Environment | City Design | Brisbane Infrastructure | Brisbane City Council
Level 1 Green Square | 505 St Pauls Terrace | Fortitude Valley | Qld 4006
T [REDACTED]

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



Dedicated to a better Brisbane

20 May 2011

The Manager Water Technology
PO Box 5700
WEST END QLD 4101

Attention: [REDACTED]

Dear Sir,

Request for BCC Computer Model

I refer to the Purchase Order number 0376 issued by Water Technology dated 17 May 2011 and the Request for BCC Computer Model dated 29 April 2011.

The Council seeks to provide further clarification of the usefulness of the Brisbane River Model 2004 (**Supplied Model**).

The Supplied Model is based on a flood study completed by Sinclair Knight Mertz in 2004. With the exception of the 100 year ARI flood event information:

1. the results have not been endorsed or adopted by the Brisbane City Council (**Council**); and
2. the data supplied is only useful in the representation of various magnitude events and should not be used to assess the risk of flooding for the 10, 20, 50 and 2000 year events.

While the 100 year information contained in the Supplied Model (based on 6,000 cumecs at the Brisbane City gauge) represents the best available information at present, it is noted that the flood event which occurred in January 2011 will prompt a review of all design discharges for the Brisbane River in the near future.

Council makes no representations and gives no warranties regarding the accuracy, completeness or suitability of the Supplied Model for any particular purpose. You should make your own enquiries and take appropriate advice on such matters. Council will not be responsible for any loss or damage (including consequential loss) you may suffer from using or relying upon the Supplied Model.

Yours faithfully,

[REDACTED]

**Product Manager Flood Management
CITY DESIGN**

**Brisbane Infrastructure
City Design**
Level 1 Green Square 505 St Pauls Terrace Fortitude Valley Qld 4006
GPO Box 1434 Brisbane Qld 4001
T 07 3027 4612 F 07 3334 0212

From: [REDACTED]
Sent: Friday, 20 May 2011 1:08 PM
To: [REDACTED]
Subject: Gauge data (Our Ref: DA-1797)
Attachments: User Licence for Digital Data.pdf; DA_QUALITY.CSV; DA1797_A.zip; DA1797_B.zip

Hi [REDACTED]
as promised, here is the gauge data you requested this morning, see the notes below in the Data section.

Your feedback regarding the supply of DERM data to Water Technology is appreciated, it is duly noted.

This is in response to your request for height, flow and rainfall data. I advise that DERM operates surfacewater monitoring networks under an approved Water Monitoring Business Framework and is ISO 9001 accredited. In accordance with this framework, information collected from gauging stations is primarily stream height and flow volumes. These data can be accessed as:

- Unverified telemetry data which can be viewed on the Water Streamflow data website for the most recent 14 days of record . This information is routinely published in near real time following automatic checks for any significant inconsistencies. http://www.derm.qld.gov.au/water/monitoring/current_data/map_qld.php
- Validated historic streamflow information that can be downloaded from the Water Streamflow website. This information is validated by qualified hydrographic staff and is quality coded accordingly. <http://www.derm.qld.gov.au/watershed/index.html>
- Recent validated historic data that can be obtained by formal request to DERM.

I advise that DERM is endeavouring to validate data as quickly as possible. Our performance indicator aims for data to be validated is within 160 days. You may wish to request updated information periodically to be supplied with the current validated data.

With respect to use of data:

- Unvalidated data has not been rigorously assessed and the data is quality coded to identify this. These data should be used with care as they may change after validation. These data should only be used by persons who are familiar with the characteristics of streamflow information.
- Validated data are data that has been assessed and is the best available quality at the time, however the data should always be interpreted taking into account the quality codes that have been applied.

Hydrologic advice should be sought to assist with any interpretation.

Licence

Attached is the User Licence for Digital Data— please read and be aware of its contents before using the data, if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions.

Data

As requested, the DA1797_A.zip archive contains the point height (PH), flow data (PF) and rainfall (PR) for 130005A, 130327A, 130335A, also included is the site details report (SDR) for each station. Please note that DERM manages stage and discharge archives separately once the latter is calculated, if you require instantaneous discharge calculated from the point stage record, please advise.

The DA1797_B.zip file contains point height and instantaneous discharge telemetry data (PHFT), rainfall (PRT) plus the site details report (SDR) for 134001B- the period of record requested is solely interim unverified data and is not archived at this point.

Please advise if you require rainfall data in another timebase or form (eg. daily 0900, cumulative etc).

Please also note that these records contain [provisional telemetry data](#) (Quality Code 130) which are subject to verification and quality assurance.

Metadata

A Quality Code mapping is attached (DA_QUALITY.CSV).

Please contact me if you require any additional information or clarification, please also refer to the DA- reference number in all correspondence.

Regards,

[REDACTED]
A/ Project Officer, Water Accounting
Water Quality and Accounting

Telephone: [REDACTED]
[REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Friday, 20 May 2011 10:19 AM
To: [REDACTED]
Subject: RE: Brisbane Gauge data (Our Ref: DA- 1793)

Hey [REDACTED]

Yes, we are getting all the data we have required, in a timely manner, and nothing outstanding.

Can I add one more to the list (Mimdale).

(The Gap)
Site ID: 130005A
Stream height, discharge and Rainfall data for 1 Dec 2010 - 31 Jan 2011

(Wura)
Site ID: 130335A
Stream height, discharge and Rainfall data for 1 Dec 2010 - 31 Jan 2011

(Goovigen)
Site ID: 130327A
Stream height, discharge and Rainfall data for 1 Dec 2010 - 31 Jan 2011

Mimdale
Site ID: 134001B
Stream height, discharge and Rainfall data for 1 Dec 2010 - 31 Jan 2011

Cheers

[REDACTED]
Project Engineer

WATER TECHNOLOGY • [REDACTED] • www.watech.com.au

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From: [REDACTED]
Sent: Friday, 20 May 2011 9:43 AM
To: [REDACTED]
Subject: RE: Brisbane Gauge data (Our Ref: DA- 1793)

Hi [REDACTED]
can do, I just have my hands full presently, however will be able to do that for you later this morning.

BTW, are you getting all the DERM data that you require? Apart from this one, is there anything outstanding? If so, could you please detail it.

Regards,

[REDACTED]
A/ Project Officer, Water Accounting
Water Quality and Accounting

From: [REDACTED]
Sent: Friday, 20 May 2011 9:18 AM
To: [REDACTED]
Subject: FW: Brisbane Gauge data (Our Ref: DA- 1793)

Hi [REDACTED]

Not sure if your still on leave, but I put a request into Simon Fisher who has been sending me some data, and he's out today so I thought I'd give you a go.

Can we get the data in the email below please?

Cheers

[REDACTED]
Project Engineer

WATER TECHNOLOGY • [REDACTED] • www.watech.com.au

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From: [REDACTED]
Sent: Friday, 20 May 2011 9:12 AM
To: [REDACTED]
Subject: RE: Brisbane Gauge data (Our Ref: DA- 1793)

Thanks [REDACTED]

Can I put another request in for a few more that have come up that we need urgently for insurance work.

(The Gap)

Site ID: 130005A
Stream height, discharge and Rainfall data for 1 Dec 2010 - 31 Jan 2011

(Wura)
Site ID: 130335A
Stream height, discharge and Rainfall data for 1 Dec 2010 - 31 Jan 2011

(Goovigen)
Site ID: 130327A
Stream height, discharge and Rainfall data for 1 Dec 2010 - 31 Jan 2011

Cheers

[REDACTED]
Project Engineer

WATER TECHNOLOGY • [REDACTED] • www.watech.com.au

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From: [REDACTED]
Sent: Thursday, 19 May 2011 4:54 PM
To: [REDACTED]
Subject: FW: Brisbane Gauge data (Our Ref: DA- 1793)

Dear , [REDACTED]

This is in response to your request for flow data.

I advise that DERM operates surfacewater monitoring networks under an approved Water Monitoring Business Framework and is ISO 9001 accredited.

In accordance with this framework information collected from gauging stations is primarily stream height and flow volumes. These data can be accessed as:

- Unverified telemetry data which can be viewed on the Water Streamflow data website for the most recent 14 days of record . This information is routinely published in near real time following automatic checks for any significant inconsistencies.
http://www.derm.qld.gov.au/water/monitoring/current_data/map_qld.php
- Validated historic streamflow information that can be downloaded from the Water Streamflow website. This information is validated by qualified hydrographic staff and is quality coded accordingly.
<http://www.derm.qld.gov.au/watershed/index.html>
- Recent validated historic data that can be obtained by formal request to DERM.

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Hydrologic advice should be sought to assist with any interpretation.

Licence

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Data

The point stage record for 143001C and 143035A for the period 01/12/2010 to 31/01/2011 is attached along with the site details report for each station.

Please note that :

- these records contain **provisional telemetry data** (AT in filename, Quality Code 130) which are subject to verification and quality assurance.
- GS 143035A has been closed from 01/07/2010 and has been operated by SEQ Water since that date. Therefore, please contact SEQ Water for any further data after this date..

Metadata

A Quality Code mapping is attached.

Please contact me if you require any additional information or clarification.

Regards

[REDACTED]
Project Officer, Water Accounting
Water Quality and Accounting

Department of Environment and Resource Management
Telephone: [REDACTED]
[REDACTED]

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

From: [REDACTED]
Sent: Tuesday, 17 May 2011 3:13 PM
To: [REDACTED]
Subject: Brisbane Gauge data

Hi [REDACTED]

[REDACTED] left your name on his auto-email return, and I need to put in an urgent request:

We require all points for the following gauges:

Wivenhoe Tailwater Levels and Discharges (#143035A)
Savages Crossing levels and discharges (#143001C)

For the period 1 Dec 2010 - 31 Jan 2011.

Thankyou

[REDACTED]
Project Engineer

WATER TECHNOLOGY . (07) 3105 1460 . www.watech.com.au

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

From: [REDACTED]
Sent: Thursday, 5 May 2011 5:19 PM
To: [REDACTED]
Subject: Out of Office AutoReply: Lidar Data

Hi,
as of 03/05/2011 I am on leave, however I will attend to your email when I return. For urgent matters: [REDACTED]
[REDACTED]

For Hydstra/ WQA support please use the DADS Hydstra Support email dadhydstrasupport@derm.qld.gov.au
or for urgent issues please contact [REDACTED] directly on [REDACTED]

Many thanks,
[REDACTED]
A/ Project Officer, Water Accounting
Water Quality and Accounting
Queensland Department of Environment and Resource Management (DERM)

+-----+
Think B4U Print
1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere
3 sheets of A4 paper = 1 litre of water
+-----+

[REDACTED]

From: [REDACTED]
Sent: Friday, 20 May 2011 9:43 AM
To: [REDACTED]
Subject: RE: Brisbane Gauge data (Our Ref: DA- 1793)

Hi [REDACTED],
can do, I just have my hands full presently, however will be able to do that for you later this morning.

BTW, are you getting all the DERM data that you require? Apart from this one, is there anything outstanding? If so, could you please detail it.

Regards,
[REDACTED]
A/ Project Officer, Water Accounting
Water Quality and Accounting

From: [REDACTED]
Sent: Friday, 20 May 2011 9:18 AM
To: [REDACTED]h
Subject: FW: Brisbane Gauge data (Our Ref: DA- 1793)

Hey [REDACTED]

Not sure if your still on leave, but I put a request into Simon Fisher who has been sending me some data, and he's out today so I thought I'd give you a go.

Can we get the data in the email below please?

Cheers

[REDACTED]
Project Engineer

WATER TECHNOLOGY • [REDACTED] • www.watech.com.au

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From: [REDACTED]
Sent: Friday, 20 May 2011 9:12 AM
To: [REDACTED]
Subject: RE: Brisbane Gauge data (Our Ref: DA- 1793)

Thanks [REDACTED]n,

Can I put another request in for a few more that have come up that we need urgently for insurance work.

(The Gap)
Site ID: 130005A
Stream height, discharge and Rainfall data for 1 Dec 2010 - 31 Jan 2011

(Wura)
Site ID: 130335A
Stream height, discharge and Rainfall data for 1 Dec 2010 - 31 Jan 2011

(Goovigen)
Site ID: 130327A
Stream height, discharge and Rainfall data for 1 Dec 2010 - 31 Jan 2011



Cheers


Project Engineer

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From: 
Sent: Thursday, 19 May 2011 4:54 PM
To: 
Subject: FW: Brisbane Gauge data (Our Ref: DA- 1793)

Dear 

This is in response to your request for flow data.

I advise that DERM operates surfacewater monitoring networks under an approved Water Monitoring Business Framework and is ISO 9001 accredited.

In accordance with this framework information collected from gauging stations is primarily stream height and flow volumes. These data can be accessed as:

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Licence

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Data

The point stage record for 143001C and 143035A for the period 01/12/2010 to 31/01/2011 is attached along with the site details report for each station.

Please note that :

- these records contain **provisional telemetry data** (AT in filename, Quality Code 130) which are subject to verification and quality assurance.
- GS 143035A has been closed from 01/07/2010 and has been operated by SEQ Water since that date. Therefore, please contact SEQ Water for any further data after this date..

Metadata

A Quality Code mapping is attached.

Please contact me if you require any additional information or clarification.

Regards

[REDACTED]
Project Officer, Water Accounting
Water Quality and Accounting

Department of Environment and Resource Management
Telephone: [REDACTED]
[REDACTED]

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

From: [REDACTED]
Sent: Tuesday, 17 May 2011 3:13 PM
To: [REDACTED]
Subject: Brisbane Gauge data

Hi [REDACTED]

[REDACTED] left your name on his auto-email return, and I need to put in an urgent request:

We require all points for the following gauges:

Wivenhoe Tailwater Levels and Discharges (#143035A)
Savages Crossing levels and discharges (#143001C)

For the period 1 Dec 2010 - 31 Jan 2011.

Thankyou

██████████
Project Engineer

WATER TECHNOLOGY . (07) 3105 1460 . www.watech.com.au

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

From: ██████████
Sent: Thursday, 5 May 2011 5:19 PM
To: ██████████
Subject: Out of Office AutoReply: Lidar Data

Hi,
as of 03/05/2011 I am on leave, however I will attend to your email when I return. For urgent matters: 0427 010 202.

For Hydstra/ WQA support please use the DADS Hydstra Support email dadhydstrasupport@derm.qld.gov.au or for urgent issues please contact Simon Fisher directly on 07 324 74391 or 0432 757 338.

Many thanks,

██████████
A/ Project Officer, Water Accounting
Water Quality and Accounting
Queensland Department of Environment and Resource Management (DERM)

+-----+
Think B4U Print
1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere
3 sheets of A4 paper = 1 litre of water
+-----+

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 24 May 2011 11:09 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: DERM Data Request DA-1801
Attachments: DA1801_136001B_SDR.TXT; DA1801_136001B_AT_PH.CSV; User Licence for Digital Data.pdf; DA_QUALITY.CSV

Hi [REDACTED]
there are a few problems with GS 136001B during December 2010, however it was upgraded in early January 2011 apparently after being flooded. There may be a physical datalogger download yet to be processed, however I would have to defer to the Regional Hydrographers (in Cc:) for more information about that. Also, the station is height- only as of 1998, so no discharge data is available.

This is in response to your request for height data. I advise that DERM operates surfacewater monitoring networks under an approved Water Monitoring Business Framework and is ISO 9001 accredited. In accordance with this framework, information collected from gauging stations is primarily stream height and flow volumes. These data can be accessed as:

- Unverified telemetry data which can be viewed on the Water Streamflow data website for the most recent 14 days of record . This information is routinely published in near real time following automatic checks for any significant inconsistencies. http://www.derm.qld.gov.au/water/monitoring/current_data/map_qld.php
- Validated historic streamflow information that can be downloaded from the Water Streamflow website. This information is validated by qualified hydrographic staff and is quality coded accordingly. <http://www.derm.qld.gov.au/watershed/index.html>
- Recent validated historic data that can be obtained by formal request to DERM.

I advise that DERM is endeavouring to validate data as quickly as possible. Our performance indicator aims for data to be validated is within 160 days. You may wish to request updated information periodically to be supplied with the current validated data.

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- Validated data are data that has been assessed and is the best available quality at the time, however the data should always be interpreted taking into account the quality codes that have been applied.

Hydrologic advice should be sought to assist with any interpretation.

Licence

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Data

As requested, the point height data (PH.CSV) for 136001B is attached along with the site details report (SDR.TXT).

Please also note that these records contain provisional telemetry data (Quality Code 130) which are subject to verification and quality assurance.

Metadata

A Quality Code mapping is attached (DA_QUALITY.CSV).

Please contact me if you require any additional information or clarification, please also refer to the DA- reference number in all correspondence.

Regards,

[REDACTED]
A/ Project Officer, Water Accounting
Water Quality and Accounting

Telephone: [REDACTED]

Email: [REDACTED]

www.derm.qld.gov.au

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Tuesday, 24 May 2011 9:53 AM
To: [REDACTED]
Subject: RE: Gauge data (Our Ref: DA-1797)

Hey [REDACTED]

If you get a chance today, could you send through the Dec '10 – Jan '11 record for Burnett River @ Walla Site ID: 136001B please?

Cheers

[REDACTED]
Project Engineer

WATER TECHNOLOGY • [REDACTED] • www.watech.com.au

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<Previous request and discussion deleted- not relevant to this request.>

+-----+

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1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+



**Queensland
Government**

RECEIVED
30 MAY 2011

BY:

File/Ref CTS09259/11

Department of
**Environment and Resource
Management**

26 May 2011

[REDACTED]
Cooper Grace Ward Lawyers
GPO Box 834
BRISBANE QLD 4001

Dear [REDACTED]

Thank you for your letter dated 2 February 2011 regarding release of gauge data and rainfall readings for Toowoomba and Lockyer Valley.

I can confirm that the information requested for Toowoomba and the Lockyer Valley was provided to Water Technology by email on 25 January 2011.

I apologise if the delay in responding to this request has caused any confusion about the supply of the information.

Should you have any further enquiries, please do not hesitate to contact [REDACTED]
Director, Water Accounting of the department on telephone [REDACTED]

Yours sincerely

[REDACTED]

**A/General Manager
Water Quality and Accounting**

GPO Box 2454
Queensland 4001 Australia
Telephone + 61 7 3227 6661

Website www.derm.qld.gov.au
ABN 46 640 294 485

From: [REDACTED]
Sent: Monday, 30 May 2011 12:00 PM
To: [REDACTED]
Cc: Dew Rod
Subject: RE: Gauge request (Our Ref Job DA-1821)
Attachments: DA1821.zip; User Licence for Digital Data.pdf; DA_QUALITY.CSV

Hi [REDACTED]

There were multiple flooding issues affecting this station during the period you have requested, so unfortunately the record is not continuous and on occasions there are also threshold exceedance issues (QC160- range bounds or rate of change). Please note that the entire period is unvalidated provisional data, I expect the Regional Hydrographers will review, validate and archive the record soon.

This is in response to your request for stage and flow data. I advise that DERM operates surfacewater monitoring networks under an approved Water Monitoring Business Framework and is ISO 9001 accredited. In accordance with this framework, information collected from gauging stations is primarily stream height and flow volumes. These data can be accessed as:

- Unverified telemetry data which can be viewed on the Water Streamflow data website for the most recent 14 days of record. This information is routinely published in near real time following automatic checks for any significant inconsistencies. http://www.derm.qld.gov.au/water/monitoring/current_data/map_qld.php
- Validated historic streamflow information that can be downloaded from the Water Streamflow website. This information is validated by qualified hydrographic staff and is quality coded accordingly. <http://www.derm.qld.gov.au/watershed/index.html>
- Recent validated historic data that can be obtained by formal request to DERM.

I advise that DERM is endeavouring to validate data as quickly as possible. Our performance indicator aims for data to be validated is within 160 days. You may wish to request updated information periodically to be supplied with the current validated data.

With respect to use of data:

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- Validated data are data that has been assessed and is the best available quality at the time, however the data should always be interpreted taking into account the quality codes that have been applied.

Hydrologic advice should be sought to assist with any interpretation.

Licence

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Data

As requested, attached is the Point Height and Flow data (PHF.CSV) for 422355A from 01/12/2010 until 31/01/2011 along with the Site Details Report (SDR.TXT).

Please note that these records may contain provisional telemetry data (Quality Code 130) which are subject to verification and quality assurance.

Metadata

A Quality Code mapping is attached (DA_QUALITY.CSV).

Please contact me if you require any additional information or clarification, please also refer to the DA- reference number in all correspondence.

Regards,

Ralph deVoil
A/ Project Officer, Water Accounting

Water Quality and Accounting

Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Monday, 30 May 2011 10:09 AM
To: [REDACTED]h
Subject: Gauge request

Hi [REDACTED]

Just one request today.

422355A Condamine River at Talgai Tailwater

For the Dec '10 – Jan '11 period once again.

Thanks

[REDACTED]
BEng (Civil)

Project Engineer



WATER TECHNOLOGY
93 Boundary Street,
West End, Brisbane, Australia 4101
tel: [REDACTED]
fax: 61 (07) 3846 5144
web: www.watech.com.au



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+-----+

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+

Your reference JJD:RXR 10091926
Our reference RTI-10-073
Contact Officer Louise Geoghegan
Telephone 07 3810 6222

RECEIVED
- 7 JUN 2011

BY:.....



Ipswich City Council

45 Roderick St
PO Box 191
Ipswich QLD 4305
Australia

Tel (07) 3810 6666
Fax (07) 3810 6731
Email council@ipswich.qld.gov.au
Web www.ipswich.qld.gov.au

Cooper Grace Ward Lawyers
Attention: [REDACTED]
Level 21, 400 George Street
BRISBANE QLD 4000

By Email: [REDACTED]

6 June 2011

Dear [REDACTED]

Re: Withdrawal of application under the *Right to Information Act 2009* (Qld) – RTI-10-073

I refer to your application for access to information, dated 29 April 2011, received by Council on 3 May 2011, under the *Right to Information Act 2009* (Qld).

I wish to confirm receipt of your advice over the phone earlier today that you wish to withdraw your access application. This notice is to officially inform you that your application has now been deemed withdrawn in accordance with your request.

Council will now proceed to close its file.

If you have any further questions, please feel free to contact me on [REDACTED]

Yours faithfully

[REDACTED]

PROJECT OFFICER

[REDACTED]

From: [REDACTED]
Sent: Thursday, 7 July 2011 4:31 PM
To: [REDACTED]
Subject: DERM Portal up

Hi [REDACTED]
you may be interested to hear that the DERM Interactive Water Monitoring Portal is now functional and public.
<http://watermonitoring.derm.qld.gov.au/host.htm>

We would be happy to hear of any feedback, but no obligation of course.

Regards,
[REDACTED]
A/ Project Officer, Water Accounting
Water Quality and Accounting

Telephone: [REDACTED]
Email: [REDACTED] [au](mailto:[REDACTED]@derm.qld.gov.au)
www.derm.qld.gov.au

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

New! DERM Water Monitoring Data on the web: <http://watermonitoring.derm.qld.gov.au/host.htm>

+-----+

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+



Dedicated to a better Brisbane

Brisbane City Council ABN 72 002 765 795

Office of the Chief Executive
Level 23 Brisbane Square
266 George St Brisbane Qld 4000
GPO Box 1434 Brisbane Qld 4001
T 07 3403 4501 F 07 3334 0043
www.brisbane.qld.gov.au

29 August 2011

M. [REDACTED]
General Manager Risk & Disaster
Insurance Council of Australia
Level 4, 56 Pitt Street
SYDNEY NSW 2000
[REDACTED]

Dear [REDACTED]

Request for Brisbane City Council MIKE 11 Flood Model

We refer to your email request dated 16 August 2011 in relation to the MIKE 11 Model.

RACQI

The reference in the press by RACQI to "new information" received from Council and the reference in your email to "new hydrology" received from Council is misguided. There is no "new" information or hydrology. We do not know why RACQ made these statements in support of its decision to "reverse" certain decisions made by it. To the extent you require clarification on this point you should address any queries to RACQI.

The Model

To be clear, the information issued by Council to RACQI is the 2003/4 MIKE11 model (which requires MIKE11 software in order to run) (the **Model**). The Model contains no "new" information and does not come with any data related to the January 2011 flood event. Therefore the Model does not, on its own, provide details of the characteristics of the January 2011 Flood event. A suitably qualified engineer would be required to provide the additional input data necessary for this to occur.

The BCC model is simply a tool to assist with determining the hydraulic performance of the Brisbane River under various flow scenarios. Flow data relating to the specific scenarios desired to be tested need to be derived in the first instance and then used as input into the River model in order to produce useful results.

The Model is based on a flood study completed by Sinclair Knight Mertz in 2004.

The 100 year information contained in the Model (based on 6,000 cumecs at the Brisbane City gauge) represents the best available information at present, it should be noted that the flood event which occurred in January 2011 will prompt a review of all design discharges for the Brisbane River in the near future.

Access to the Model

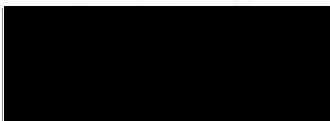
Council is willing to provide the Insurance Council of Australia (ICA) with access to the Model, as Council did for RACQI, on the following basis:

1. the ICA clearly states its proposed use for the Model;
2. following the provision of the information requested in 1 above, the ICA enters into the **attached** Agreement;
3. ICA agrees not to provide the Model or any information derived from the Model to any other person without the approval of Council;
4. to the extent that members of the ICA also wish to have access to the Model or any information derived from it, each of those parties will be required to enter into an Agreement on similar terms to that attached.
5. Council makes no representations and gives no warranties regarding the accuracy, completeness or suitability of the Model for any particular purpose. You should make your own enquiries and take appropriate advice on such matters. Council will not be responsible for any loss or damage (including consequential loss) you may suffer from using or relying upon the Model.

If the ICA wishes to facilitate access to the Model for its members it should provide a list of those members who wish to obtain access and a contact person within that organisation. That contact person should then contact [REDACTED] Principal Flood Engineer, Brisbane City Council directly on [REDACTED] to make arrangements to enter into an Agreement to organise access to the model.

We look forward to hearing from you in relation to the ICA's "proposed use for the Model" in order that we can make arrangements for the Agreement to be executed by ICA.

Yours sincerely



Colin Jensen
CHIEF EXECUTIVE OFFICER

Handwritten text, likely bleed-through from the reverse side of the page. The text is mostly illegible due to fading and the quality of the scan. It appears to be a series of paragraphs or a list of items, possibly related to a historical document or a manuscript.



Brisbane Infrastructure
City Projects Office - Planning & Design
Request for BCC Computer Model

CD F 802 020

Date: 5 June 2008

Rev no: 1C

Rev date: 29 June 2012

Page 1 of 2

PART A - APPLICANT DETAILS

NAME	PHONE No.
COMPANY NAME	FAX No.
POSTAL ADDRESS	E-mail

PART B - DESCRIPTION OF MODEL

CREEK/CATCHMENT	MODEL TYPE (e.g. MIKE11)
MODEL LIMITS FROM:	TO:
MODEL DESCRIPTION (include design events)	

PART C - PROPOSED USE OF MODEL

--

PART D - TERMS AND CONDITIONS

The computer model data described in this document (the "Supplied Model") is issued by Brisbane City Council ("Council") to the applicant subject to the following terms and conditions:

1. The Supplied Model shall be used only for the purposes described in Part C of this document.
2. The applicant acknowledges that Council owns all intellectual property rights in the Supplied Model and in any materials derived therefrom (including any Modified Models).
3. The Supplied Model is based on available historical information, localised studies and geographical and geological data regarding waterway corridors and overland flow paths. The Supplied Model may change if, amongst other things, more detailed information becomes available, or changes are made in the modelling methodology or there are changes in the condition of local creeks and waterways and as other developments occur. For the foregoing reasons:
 - (a) the Supplied Model is a guide only and should not be used or relied upon for development purposes. For development purposes, it is recommended that a registered surveyor or engineer be engaged to undertake the appropriate assessments; and
 - (b) Council makes no warranty or representation regarding the accuracy or completeness of the Supplied Model and Council disclaims any responsibility or liability in relation to the use of, or reliance upon, the Supplied Model by the applicant.The applicant acknowledges and accepts that Council shall not be liable for any loss, damage, expense, cost or liability arising from the use of or reliance upon the Supplied Model nor is Council responsible for any errors in or failure to correct errors in the Supplied Model.
4. The applicant shall forward to Council, at no cost, any changes or revisions to the Supplied Model. Where these represent the intended future condition of the catchment or watercourse (the "Modified Model/s"), clearly identifying the data and information and any underlying assumptions that these changes or revisions are based upon. The Modified Model/s will be forwarded no later than / / (Insert date)
5. Council has the right to use and further update the Modified Model/s (and the information and data and underlying assumptions associated therewith) mentioned in paragraph 4. without further reference to the applicant.

PRINTED COPIES OF THIS DOCUMENT ARE UNCONTROLLED. THE ELECTRONIC COPY IS THE CONTROLLED COPY.

Standard Clause: Q7.5

Owner: Senior Engineer, Flood Management

Sponsor: Product Manager, Flood Management



Brisbane Infrastructure
City Projects Office - Planning & Design
Request for BCC Computer Model

CD F 802 020

Date: 5 June 2008

Rev no: 1C

Rev date: 29 June 2012

Page 2 of 2

6. The applicant:
 - (a) acknowledges that the original purpose by Council for the Supplied Model may differ from the applicant's proposed use as described in Part C of this document; and
 - (b) shall apply due care and diligence in determining the appropriateness of the Supplied Model for the applicant's proposed use.
7. Where the Modified Model and/or results from the Modified Model are to be submitted to Council for approval, the base parameters used in the revised model are not to differ from those in the original model unless agreed by the Manager, Water Resources or their authorised representative.
8. The applicant shall not distribute the Supplied Model, the Modified Model nor any information, data or assumptions contained therein to a third party without the approval of the Manager, Water Resources or their authorised representative.
9. The estimated maximum fee to be paid by the applicant to cover the cost of extracting the requested information is: \$ NIL
10. The applicant may request to halt the extraction of data at any time, however, where this process has already begun; the applicant shall be liable to pay for the extraction work carried out up until the termination order.

** I / I, being an authorised representative of the applicant on behalf of the applicant, [* delete the inapplicable option] agree to the above terms and conditions governing the receipt and use of the Supplied Model.*

.....
(Name of Signatory)

.....
(Position of Signatory of the Applicant)

.....
(Signature of Signatory of or on behalf of the Applicant)

.....
(Date)

INFORMATION NOTES

1. The Brisbane City Council ("Council") generally will not supply copies of complete hydraulic or hydrologic computer models, but where possible will issue truncated versions.
2. The truncated version of the requested computer model generally will be available within 10 working days from the receipt of the completed application form.
3. No recalibration of the truncated hydraulic model supplied has been undertaken. It is the applicant's responsibility to ensure that a new base model is established with the issued information, which accurately reproduces the levels supplied in the result files. The applicant will need to demonstrate this calibration if the issued information and Modified Model is to form part of a submission to Council.
4. The fee to be paid by the applicant for the provision of the requested data will be the actual costs calculated on the basis of standard charge out rates applicable at the time. A minimum fee of \$550 shall apply.

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Standard Clause: Q7.5

Owner: Senior Engineer, Flood Management

Sponsor: Product Manager, Flood Management

Exhibit 5

DD Month YYYY

<Insured Name>
<Insured Street Address>
<SUBURB> <STATE> <POSTCODE>

Dear <NAME>,

Household Insurance

Policy Number: <POLICY NUMBER>
Claim Number: <CLAIM NUMBER>

We refer to our earlier letter declining your claim.

We confirm that this decision has been reviewed and **your claim has now been accepted.**

The initial decision to decline your claim was based on the best available information at the time however, since then new information has become available to RACQ Insurance and we have completed further investigations based on this information.

There were two separate mechanisms that contributed to the flooding of the Bremer River:

1. The levels of the Brisbane River were higher because of the releases from Wivenhoe Dam which in turn led to significant rises in the level of the Bremer River. This effect was the result of rain that fell more than 24 hours earlier and is not covered by your policy.
2. Rainfall that had happened in the catchment area for the Bremer River. In some areas of the catchment, that rain fell less than 24 hours earlier and so damage from this is covered by the policy.

We have now gained access to an improved hydrological model which has confirmed that the real cause of inundation at your property was the rain that fell within 24 hours as per 2 above. This model was requested from the relevant public authorities back in February however these authorities were under considerable pressure dealing with the events at that time.

The acceptance of your claim is subject to your policy, which states that for flash flooding/stormwater run-off you are covered for up to 50% of your relevant sum insured or \$25,000, whichever is the higher. In the case of your contents, if they are insured for less than \$25,000 then the amount covered is limited by your sum insured. In addition, your policy also provides some additional benefits to which you may be entitled.

RACQ Insurance has decided that in the circumstances, for customers who have already received a payment from the RACQ Insurance Compassion Fund when their claim was initially declined, the payments made from the Fund will not be deducted from any claim settlement.

If you have received monies from the Premiers Relief Fund or made an application to receive monies from that fund, you will need to advise the fund of the change in status of your claim.

If you are dissatisfied with the revised position in respect of your claim, then the appeal process is still available to you. Enclosed, for your information, is a Customer Information Sheet outlining this process.

We will contact you shortly so that we can make arrangements for the re-assessment of your claim in order that we can proceed to settlement.

If you have any queries please do not hesitate to contact us on 137 202.

Sincerely,



Executive Manager
Household Claims and Loss Adjusting

Exhibit 6

RACQ Insurance

RACQ Insurance Ltd
ABN: 50 009 704 152
2849 Logan Rd, Eight Mile Plains, QLD 4113
PO Box 3004, Logan City, QLD 4114
Telephone 137 202 Facsimile (07) 3031 2750

29 July 2011

[REDACTED]
[REDACTED] Riverside Ave
BARELLAN POINT QLD 4306

Dear [REDACTED]

Household Insurance

Policy Number: [REDACTED]

Claim Number: [REDACTED]

We refer to our earlier letter declining your claim.

Your claim was initially declined on the basis that a cause of the damage at your property was "Flood" as defined in your Product Disclosure Statement. This was based on the best available information at the time. On this basis, there was no requirement to proceed further with your claim at that time.

Since then new information has become available to RACQ Insurance and we have completed further investigations based on this information. This information had been requested from the relevant public authorities back in February 2011, however these authorities were under considerable pressure dealing with the events at that time.

The new information indicates that the damage at your property was caused by "Flash flood and stormwater run-off" as detailed in your Product Disclosure Statement.

Accordingly, we have now reconsidered your claim under the Defined Event "Flash flood and stormwater run-off". However, the cover for this Defined Event excludes losses incurred "during the first 48 hours of the initial period of insurance of this policy..."

This exclusion applies to your claim and so we must reconfirm the declinature of your claim on this basis.

We appreciate that this decision will be disappointing however we felt it important to clarify our position to you.

If you are dissatisfied with the revised position in respect of your claim, then the appeal process is still available to you. Enclosed, for your information, is a Customer Information Sheet outlining this process.

If you have any queries please do not hesitate to contact us on 137 202.

Sincerely,

[REDACTED]
[REDACTED]
Executive Manager
Household Claims and Loss Adjusting

CAT L22 7/11

RACQ Insurance Limited ABN 50 009 704 152

RCOLET1 09/09/11

✎ Motoring ✎ Insurance ✎ Travel ✎ Finance

CUSTOMER INFORMATION SHEET

HOW TO MAKE A COMPLAINT

RACQ Insurance provides a free and impartial review process established to attend to any complaint you may have in relation to our products or our claims process.

Please refer your complaint to us by writing to RACQ Insurance - Customer Dispute Resolution Department PO Box 3004 Logan City, QLD 4114 or by telephoning 13 72 02. Your complaint will then be reviewed and referred to the appropriate staff by our complaint manager. If you are not satisfied that your complaint is resolved, we can escalate your complaint to the next stage of the free and impartial review process in our Internal Disputes Resolution (IDR) process.

Within the RACQ Insurance Internal Disputes Resolution (IDR) process, the matter will be treated as a dispute. The IDR is an RACQ Insurance representative, independent of the claim decision process, with the appropriate knowledge, skills and authority to deal with the dispute. Your dispute will be considered and you will be notified of the IDR decision within fifteen business days of our receiving notice of the dispute. There is no cost to you for the above process.

If your dispute remains unresolved to your satisfaction:

RACQ Insurance is a member of the insurance industry approved external dispute resolution service known as the Financial Ombudsman Service Limited. The Financial Ombudsman Service Limited is in place to assist in resolving disputes between consumers (you) and the participating financial service provider (RACQ Insurance).

Note: The Financial Ombudsman Service Limited requires that our internal dispute process be allowed the opportunity to resolve your complaint prior to being referred to the service for its review and consideration.

You can contact the Financial Ombudsman Service Limited, who can advise you whether your dispute is one which falls within their Terms of Reference. Just write to the Financial Ombudsman Service Limited, GPO BOX 3, Melbourne VIC 3001 or telephone 1300 780 808 (local call cost for consumers outside the Melbourne metropolitan area). Further information can also be obtained by visiting their website: www.fos.org.au.

29 July 2011

[REDACTED]
PO Box 7014
MOUNT CROSBY QLD 4306

Dear [REDACTED]

Household Insurance

Policy Number: [REDACTED]

Claim Number: [REDACTED]

We refer to our earlier letter declining your claim.

Your claim was initially declined on the basis that a cause of the damage at your property was "Flood" as defined in your Product Disclosure Statement. This was based on the best available information at the time. On this basis, there was no requirement to proceed further with your claim at that time.

Since then new information has become available to RACQ Insurance and we have completed further investigations based on this information. This information had been requested from the relevant public authorities back in February 2011, however these authorities were under considerable pressure dealing with the events at that time.

The new information indicates that the damage at your property was caused by "Flash flood and stormwater run-off" as detailed in your Product Disclosure Statement.

Accordingly, we have now reconsidered your claim under the Defined Event "Flash flood and stormwater run-off". However, the cover for this Defined Event excludes losses incurred "during the first 48 hours of the initial period of insurance of this policy..."

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If you have any queries please do not hesitate to contact us on 137 202.

Sincerely,

[REDACTED]
Executive Manager
Household Claims and Loss Adjusting

CAT L22 7/11

RACQ Insurance Limited ABN 50 009 704 152

RCOLET1 09/09/0)

~ Motoring ~ Insurance ~ Travel ~ Finance

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You can contact the Financial Ombudsman Service Limited, who can advise you whether your dispute is one which falls within their Terms of Reference. Just write to the Financial Ombudsman Service Limited, GPO BOX 3, Melbourne VIC 3001 or telephone 1300 780 808 (local call cost for consumers outside the Melbourne metropolitan area). Further information can also be obtained by visiting their website: www.fos.org.au.

Exhibit 7

ANNEXURE 6

REQUESTS FOR INFORMATION

Requests made by Water Technology

- ① 24 December 2010 Water Technology requested pluviograph data for Thagoona (in Ipswich City Council).
- ② 5 January 2011 BoM responded to request for pluviograph data.
- ③ 17 January 2011 Water Technology requested all hourly rainfall data from BoM for every gauge in Queensland from December to the date of the request from Climate QLD.
- ④ 18 January 2011 Water Technology received hourly/half hourly rainfall data from BoM for some gauges.
- ⑤ 18 January 2011 Water Technology requested all BoM warnings in Queensland for December to date from BoM.
- ⑥ 18 January 2011 Water Technology requested all stream flow levels for all Queensland gauges from December to the date of the request from BoM.
- ⑦ 25 January 2011 Water Technology requested water level and discharge data from DERM for gauging stations in the Lockyer. (In what appears to be an internal DERM email copied to Water Technology, one DERM representative says to the other "your direction on 19th January 2011 was to suspend action on data requests for the Lockyer, Bremer and Brisbane catchments...")
- ⑧ 25 January 2011 Water technology requested stream level information for the Condamine Balone, Brisbane/Lockyer and Bundaberg gauges from DERM. DERM began supplying information that day.
- ⑨ 27 January 2011 Water Technology requested stream flow and water level data for the Bundaberg region from DERM.

10 27 January 2011 DERM supplied stream flow and water level data for the Bundaberg region in response to request of 27 January 2011.

11 28 January 2011 Water Technology requested clarification about apparent gap in data for Elliot creek region from DERM.

12 31 January 2011 DERM confirmed gap in data for Elliot creek region and agreed to follow up.

13 1 February 2011 Water Technology requested missing data from Charley's Creek at Chinchilla from DERM.

14 1 February 2011 DERM provided data for Charley's Creek region.

15 10 February 2011 Access to all BoM data obtained through Insurance Council.

16 14 February 2011 Water Technology received response from BoM indicating stream flow and discharge data was not available from BoM and that data would need to be requested from DERM.

17 21 February 2011 Water Technology requested that SEQ Water make MIKE11 Hydrodynamic model available.

18 1 March 2011 Water Technology requested water level, discharge and active rating table for Bremer River from DERM.

19 1 March 2011 DERM provided water level, discharge and active rating table for Bremer River.




20 11 March 2011 Water Technology requested river level data for Brooyar.

21 16 March 2011 DERM provided river level data for Brooyar.

Requests made by Cooper Grace Ward (CGW)

22 2 February 2011 CGW wrote to DERM requesting release of rainfall and river gauge data for Toowoomba and Lockyer Valley.

23 8 February 2011 CGW wrote to Toowoomba office of DERM forwarding previous request for release of rainfall and river gauge data for Toowoomba and Lockyer Valley.

- X (24) 16 February 2011 CGW wrote to BoM requesting hydrologic models for various river systems. 
- (25) 23 February 2011 CGW wrote to SEQ Water requesting access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer rivers to assist in assessing claims.
- (26) 23 February 2011 CGW wrote to Brisbane City Council requesting access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer rivers to assist in assessing claims.
- (27) 23 February 2011 CGW wrote to Ipswich City Council requesting access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer rivers to assist in assessing claims.
- (28) 28 February 2011 CGW received email from the Ipswich City Council advising that the request for the MIKE11 Hydrodynamic model needed to be made under the *Right to Information Act 2009*. 
- (29) 28 February 2011 Brisbane City Council wrote to CGW advising that "a Council officer will endeavour to provide a response within 20 working days, however, it is noted that you have requested urgent attention to this matter".
- (30) 3 March 2011 CGW wrote to Ipswich City Council reiterating request for access to MIKE11 Hydrodynamic model to assist in urgent assessment of claims and attaching application under *Right to Information Act 2009* but advising that previous request was not intended to be a formal request under that Act.
- (31) 3 March 2011 SEQ Water wrote to CGW advising that it was not prepared to make the MIKE11 Hydrodynamic model available to RACQI or Water Technology.
- (32) 7 March 2011 CGW wrote to Brisbane City Council reiterating request for access to MIKE11 Hydrodynamic model.
- (33) 9 March 2011 CGW received email from Ipswich City Council acknowledging application under *Right to Information Act 2009*. 

34

10 March 2011

Brisbane City Council wrote to CGW advising that the request for access to the MIKE11 Hydrodynamic model had been passed onto the appropriate area as a priority.

35

4 April 2011

CGW wrote to Brisbane City Council reiterating request for access to MIKE11 Hydrodynamic model.

36

13 April 2011

CGW received letter from Ipswich City Council advising of decision to refuse application for access to information on the basis that the documents sought did not exist.

37

18 April 2011

CGW received letter from Ipswich City Council outlining process of applying for terrain documentation under the *Right to Information Act 2009* (Qld).

4

[REDACTED]

From: [REDACTED]
Sent: Monday, 17 January 2011 1:54 PM
To: [REDACTED]
Subject: FW: Pluviograph data request, BOMQ (J1676-01) [SEC=UNCLASSIFIED]

Hello,

Even though a station isn't a pluviograph station, sometimes BOM can provide in the format of a time stamp for each millimetre of rainfall accumulation.

(see email below)

And in an event, it usually accumulates stuff at small timesteps so can use like a pluviograph. I'm guessing that's available for "operational" gauges.
Maybe you're already aware of this.
Anyway, this is the last email!

[REDACTED]
Project Engineer

WATER TECHNOLOGY • [REDACTED] www.watech.com.au

Confidentiality & Privilege Notice

This email is intended only to be read or used by the addressee. It is confidential and may contain legally privileged information. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone, you should destroy it and notify the sender by reply email. Confidentiality and legal privilege are not waived or lost by reason of mistaken delivery to you.

From: [REDACTED]
Sent: Wednesday, 5 January 2011 3:53 PM
To: [REDACTED]
Subject: RE: Pluviograph data request, BOMQ (J1676-01) [SEC=UNCLASSIFIED]

②
Your Reference: J1676-01
Our Reference: 20-44-CW1062

Hello [REDACTED]

Of the rainfall stations you have listed below, only the bottom station is 'continuous' and thus has pluviograph data. The other stations are 'operational'. Please see the information below, which comes from the WRSC notes:

observation interval

The rainfall and evaporation stations included in the catalogue have been classified according to the type of data available from the archive(s). For many stations multiple data types are available resulting in a number of entries in the catalogue for the same station number. The definitions for the classifications are as follows.

1. Continuous
Stations equipped with a recording device that provides a continuous record of rainfall intensity data. These stations are commonly referred to as the 'pluviograph network'.
2. Daily
Stations for which an observation of the total rainfall or evaporation for the 24 hours to 9am is available. The majority of rainfall stations classified as daily are equipped with manually read gauges however increasingly 24 hour observations are being derived from data collected from operational stations and are also being included here.
3. Synoptic
Stations providing discrete observations of total rainfall at some synoptic hours (eg. 6am, 12am and 3pm) in addition to 9am. The observation(s) may be from either a manually read gauge or a recording gauge. These

stations are commonly referred to as the 'synoptic network' and include an increasing number of automatic weather stations (AWS).

4. Operational

Stations providing data for operational services such as the flood warning service. The vast majority of these stations are automated and the data are telemetered. Data may be either continuous, a series of discrete observations at regular intervals or a mixture of daily totals with more frequent observations during periods of flooding. These stations are sometimes referred to as the 'flood warning network'

Walloon Alert-B, and Rosewood Alert are actually owned and operated by SEQWATER, so you will need to contact them in the first instance regarding data from those stations. Unfortunately the WRSC is not completely up to date regarding owners/operators of stations. An up to date list is available on our web site at: http://www.bom.gov.au/hydro/flood/qld/networks/owner_listing.shtml.

Rosewood TM, Rosewood Wwtp Alert and Tallegalla Alert are partly/wholly owned and operated by the Bureau of Meteorology and we can provide data from those stations, where available, in the format of a time stamp for each millimetre of rainfall accumulation.

The closest Bureau of Meteorology station to Thagoona (7.8 km away) with pluviograph data is Amberley AMO, which has such data from October 1961 to November 2009. There has been a delay in processing this data up to date due to staff shortages. What time period do you require the data to cover? This data would be provided in a text file format suitable for the MUSIC program.


The cost to extract and provide data from three alert/TM stations would be \$66. The cost to extract and provide the pluviograph data from one station would be \$33.

Please contact me to indicate how you would like to proceed.

Regards,

[REDACTED]
[REDACTED] | Meteorologist
Bureau of Meteorology | QLD Climate Services Centre
GPO Box 413, Brisbane QLD 4001

[REDACTED] | <http://www.bom.gov.au>

 Please consider the environment before printing this e-mail.
We are constantly working to improve our service, and appreciate your feedback.
Please go to <http://www.bom.gov.au/climate/feedback/qld.shtml> to complete our 2-minute survey.

From: [REDACTED]
Sent: Friday, 24 December 2010 10:24
To: Climate.QLD
Subject: Pluviograph data request, BOMQ (J1676-01)

Hi,

We are interested in obtaining pluviograph data for the suburb of Thagoona (in Ipswich City Council)

I used the WRSC to locate the 10 nearest rainfall stations, which gave the following list:

746124

540196

BOMQ (Qld)

Walloon Alert-B

Operational

745607

40736

BOMQ (Qld)

Rosewood TM

Operational

746121

540193

BOMQ (Qld)

Rosewood Alert

Operational

746184

540313

BOMQ (Qld)

Rosewood Wwtp Alert

Operational

745602

40503

BOMQ (Qld)

Tallegalla Alert

Operational

745603

40503

BOMQ (Qld)

Tallegalla Alert

Operational

668835

540034

NRW (QLD)

Warrill Ck. GS143108A

Continuous

Would the operationalgauges have any pluviograph data?

Are there any other nearby pluviograph gauges?

How much would this data cost?

We would be interested in all available pluviograph records, and wed be wanting the data in a .txt or .csv file format.

Regards,

[Redacted Signature]

Project Engineer



WATER TECHNOLOGY

WATER GAUGES, FLOW MEASUREMENT, GROUNDWATER **WATER TECHNOLOGY Celebrating 10 years in 2010**

93 Boundary Street, PO Box 5700,

West End Queensland Australia 4101

tel:

[Redacted Phone Number]



web: www.watech.com.au

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Confidentiality and legal privilege are not waived or lost by reason of mistaken delivery to you.

[REDACTED]

From: [REDACTED] on behalf of REQNSW [reqnsw@bom.gov.au]
Sent: Tuesday, 18 January 2011 8:39 AM
To: [REDACTED]
Subject: Data Quote RE: QLD Rainfall Data [SEC=UNCLASSIFIED]
Attachments: qld_rain_aws.xls

Hi [REDACTED]

Thanks for your request. Due to operational priorities in Queensland relating to the flooding event, there will be a delay in being able to access data from the Queensland hydrological network. In the meantime, we are able to offer high resolution data from the climate network of automatic weather stations.

This quote is for the following description of available data:

Hourly/half hourly rainfall data for the sites attached, from Dec 2010 to present.

(27045, 27054, 27058, 27073, 27075, 28004, 28008, 29038, 29039, 29058, 29063, 29077, 29127, 29141, 29167, 30022, 30124, 30161, 31011, 31037, 31209, 31210, 31213, 32037, 32040, 32141, 33002, 33045, 33106, 33119, 33195, 33210, 33247, 33294, 33295, 33307, 33308, 35124, 35129, 35139, 35264, 36031, 36034, 37010, 37034, 37036, 37039, 38026, 39059, 39066, 39083, 39089, 39123, 39128, 39326, 40004, 40043, 40068, 40082, 40093, 40126, 40211, 40284, 40405, 40555, 40651, 40717, 40764, 40842, 40861, 40908, 40913, 40922, 40958, 40983, 40988, 41097, 41175, 41359, 41522, 41525, 41529, 42112, 43091, 43109, 44021, 45009, 45025)

There is a fee of:

- \$58.00 (GST inclusive) for the request returned by email.

Please note:

- We endeavour to supply your data within five (5) working days of receipt of payment, and earlier where possible (subject to data availability), however data may take up to 10 days during busy periods.
- **Urgency Fee:** An additional charge of **\$112.00** (GST inclusive) is payable if you require the data to be supplied within one (1) working day of payment being made.
- Data will be supplied in text (.txt) format unless you specify PDF format.
- We do not invoice. We ask for pre-payment. Payment can be made by credit card (VISA, Mastercard or AMEX. NO Diners Club accepted) or cheque.
- If paying by credit card, please provide your card number and expiry date. You can email these to climate.nsw@bom.gov.au or call and ask for me on (02) 9296 1500 with your details. **Credit card details are destroyed after use.**
- Cheques can be made out to the 'Collector of Public Monies' and addressed to the 'Bureau of Meteorology'; PO BOX 413, Darlinghurst, NSW 1300.
- If we receive no response within 14 days, your request will be cancelled.

Regards,

[REDACTED]
Climate Information Services
Bureau of Meteorology
Email: climate.nsw@bom.gov.au

Contact Hours
Monday to Friday: 10am - 12 noon & 2pm - 4pm
Tel: (02) 9296 1500

For climate data, maps and services go to <http://www.bom.gov.au/climate/>
For further information on charges for data services, please see:
http://www.bom.gov.au/climate/how/climate_charges.shtml

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We do not guarantee completeness of the data record.

3

From: [REDACTED]
Sent: Monday, 17 January 2011 12:55
To: Climate.QLD
Subject: QLD Rainfall Data

Hi we're trying to get the hourly rainfall data for every gauge in QLD, from the beginning of December to the present.

The data is required for insurance reports which we have been commissioned to do, and need the data ASAP. Could you please supply a quote and approx. time for delivery. If possible we will pay extra for a priority service.

Regards

[REDACTED]
Project Engineer



WATER TECHNOLOGY 93 Boundary Street,
West End, Brisbane Australia 4101
tel: [REDACTED]
fax: [REDACTED]
web: www.watech.com.au

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[REDACTED]

From: [REDACTED]
Sent: Tuesday, 18 January 2011 9:12 AM
To: 'REQNSW'
Subject: RE: Data Quote RE: QLD Rainfall Data [SEC=UNCLASSIFIED]

5 Thankyou [REDACTED]

I will be calling through shortly with credit card details.

Is it also possible to get a list of all of the BOM warnings that were put out in QLD for the same period?

Regards

[REDACTED]
Project Engineer



WATER TECHNOLOGY 93 Boundary Street,
West End, Brisbane Australia 4101
tel: [REDACTED]
fax: [REDACTED]
web: www.watech.com.au

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From: [REDACTED] **On Behalf Of** REQNSW
Sent: Tuesday, 18 January 2011 8:39 AM
To: [REDACTED]
Subject: Data Quote RE: QLD Rainfall Data [SEC=UNCLASSIFIED]

Hi [REDACTED]

Thanks for your request. Due to operational priorities in Queensland relating to the flooding event, there will be a delay in being able to access data from the Queensland hydrological network. In the meantime, we are able to offer high resolution data from the climate network of automatic weather stations.

This quote is for the following description of available data:

Hourly/half hourly rainfall data for the sites attached, from Dec 2010 to present.

(27045, 27054, 27058, 27073, 27075, 28004, 28008, 29038, 29039, 29058, 29063, 29077, 29127, 29141, 29167, 30022, 30124, 30161, 31011, 31037, 31209, 31210, 31213, 32037, 32040, 32141, 33002, 33045, 33106, 33119, 33195, 33210, 33247, 33294, 33295, 33307, 33308, 35124, 35129, 35139, 35264, 36031, 36034, 37010, 37034, 37036, 37039, 38026, 39059, 39066, 39083, 39089, 39123, 39128, 39326, 40004, 40043, 40068, 40082, 40093, 40126, 40211, 40284, 40405, 40555, 40651, 40717, 40764, 40842, 40861, 40908, 40913, 40922, 40958, 40983, 40988, 41097, 41175, 41359, 41522, 41525, 41529, 42112, 43091, 43109, 44021, 45009, 45025)

There is a fee of:

- \$58.00 (GST inclusive) for the request returned by email.

Please note:

- We endeavour to supply your data within five (5) working days of receipt of payment, and earlier where possible (subject to data availability), however data may take up to 10 days during busy periods.

- **Urgency Fee:** An additional charge of **\$112.00** (GST inclusive) is payable if you require the data to be supplied within one (1) working day of payment being made.
- Data will be supplied in text (.txt) format unless you specify PDF format.
- We do not invoice. We ask for pre-payment. Payment can be made by credit card (VISA, Mastercard or AMEX. NO Diners Club accepted) or cheque.
- If paying by credit card, please provide your card number and expiry date. You can email these to climate.nsw@bom.gov.au or call and ask for me on (02) 9296 1500 with your details. **Credit card details are destroyed after use.**
- Cheques can be made out to the 'Collector of Public Monies' and addressed to the 'Bureau of Meteorology'; PO BOX 413, Darlinghurst, NSW 1300.
- If we receive no response within 14 days, your request will be cancelled.

Regards,

Climate Information Services
Bureau of Meteorology
Email: climate.nsw@bom.gov.au

Contact Hours
Monday to Friday: 10am - 12 noon & 2pm - 4pm
Tel: [REDACTED]

For climate data, maps and services go to <http://www.bom.gov.au/climate/>
For further information on charges for data services, please see:
http://www.bom.gov.au/climate/how/climate_charges.shtml

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We do not guarantee completeness of the data record.

From: [REDACTED]
Sent: Monday, 17 January 2011 12:55
To: Climate.QLD
Subject: QLD Rainfall Data

Hi we're trying to get the hourly rainfall data for every gauge in QLD, from the beginning of December to the present.

The data is required for insurance reports which we have been commissioned to do, and need the data ASAP. Could you please supply a quote and approx. time for delivery. If possible we will pay extra for a priority service.

Regards

[REDACTED]
Project Engineer



WATER TECHNOLOGY 93 Boundary Street,
West End, Brisbane Australia 4101

Le [REDACTED]
fa [REDACTED]
web: www.watech.com.au

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6

From: [REDACTED]
Sent: Tuesday, 18 January 2011 4:42 PM
To: 'REQNSW'
Subject: RE: Climate Data Files [SEC=UNCLASSIFIED]

Hi [REDACTED]

We are now in need of stream flow levels for all Queensland gauges for the same period. Can you send through a quote please.

Regards

[REDACTED]
Project Engineer



WATER TECHNOLOGY
WATER, COASTAL & ENVIRONMENTAL CONSULTANTS

WATER TECHNOLOGY 93 Boundary Street,
West End, Brisbane Australia 4101

[REDACTED]
web: www.watech.com.au

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From: [REDACTED] **On Behalf Of** REQNSW
Sent: Tuesday, 18 January 2011 10:48 AM
To: [REDACTED]
Cc: Accounts
Subject: Climate Data Files [SEC=UNCLASSIFIED]

Hi [REDACTED]

Attached are your files containing hourly/half hourly rainfall data for all Queensland AWS's, for Dec 2010 to present.

I will let you know when we are able to provide the Bureau warnings that were issued during the event as soon as I hear back from our National Crisis Management Team.

A **tax invoice** for data received is attached to this email.

Instructions to open your data files are included below.

We are always trying to improve our service, and would like your help.
To share your views with us, please complete our [online feedback form](#).

Any further queries, please email me back at climate.nsw@bom.gov.au

Regards,

[REDACTED]
Climate Information Services
Bureau of Meteorology
Email: climate.nsw@bom.gov.au

Contact Hours
Monday to Friday: 10am - 12 noon & 2pm - 4pm
Tel: [REDACTED]

Instructions: How to 'unzip' your data files

1. Double-click the ZIP file in your email attachment
2. A window will open to show you the files inside - these are text (.txt) files.
3. Drag each of the .txt files from the window to a location on your computer.

Instructions: Importing the .txt files into Microsoft Excel

1. Open Microsoft Excel
2. Select 'File' > 'Open'.
3. In the 'Open' window ensure 'Files of Type' is set to 'All Files'
4. Navigate to the location where you unzipped your files
5. Select the text file containing '..._Data_....'. Click 'Open'
6. The 'Text Import Wizard' will appear
7. In the 'Text Import Wizard Step 1 of 3' choose 'Delimited' then click the 'Next' button
8. In the 'Text Import Wizard Step 2 of 3' choose 'Comma' then click the 'Next' button
9. In the 'Text Import Wizard Step 3 of 3' click 'Finish'
10. The data will now appear in your spreadsheet

A description of your unzipped data files

- The text file containing the word '**Data**': holds your requested data. The file is comma separated for importing into your spreadsheet software (e.g. Excel)
- The text file containing the word '**Notes**': includes information relating to the file format and quality of the requested data. This file can be opened in word processing software (e.g. Word, Notepad)
- The text file containing the word '**StnDet**': includes important information on the recording station (station name, latitude & longitude, elevation & when the station opened). This file can be opened in word processing software (e.g. Word, Notepad)

Disclaimer

All due care has been taken to minimise transmission of any computer virus with your data, however, the Bureau of Meteorology cannot accept responsibility for any virus received during transmission of data or otherwise.

All data purchased is subject to Copyright Laws. Data is provided for your internal use only and on-selling or redistribution is prohibited.

We do not guarantee completeness of the data record.

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 25 January 2011 10:11 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Lockyer Data Request
Importance: High

[REDACTED]

I've received a Data Request and telephone call from Sacchi Canning of Watech, this consulting firm requires water level and discharge data for Gauging Stations in the Lockyer with some urgency for processing of insurance claims. However your direction on 19th January 2011 was to suspend action on data requests for the Lockyer, Bremer and Brisbane catchments, could you please advise if the request is able to be actioned?

Regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

[REDACTED]
www.derm.qld.gov.au

+-----+

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 20 April 2011 10:56 PM
To: [REDACTED]
Subject: FW: DERM Data Request (Our Ref Job DA-1392)
Attachments: User Licence for Digital Data.pdf; DA1392_CondBal.zip; DA_QUALITY.CSV

From: [REDACTED]
Sent: Tuesday, January 25, 2011 1:01 PM
To: [REDACTED]
Subject: DERM Data Request (Our Ref Job DA-1392)

Hi [REDACTED]

I've been in touch with the Director of Water Accounting and DERM will supply data as requested to expedite insurance matters, so I will action your data requests this afternoon. As discussed previously on the telephone, please note that telemetry data is provisional and subject to verification, the quality coding indicates that.

I have already extracted the Condamine- Balonne catchment data, that follows.

Licence

Here is a file containing a User Licence for Digital Data- please read and be aware of its contents before using the data, and if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions:

<<User Licence for Digital Data.pdf>>

Data

Here is the point stage and instantaneous discharge data for the Condamine- Balonne catchments, this is just for stations with telemetry data at this stage.

<<DA1392_CondBal.zip>>

Please note that these records do contain unverified telemetry data (Quality Code 130) which may change with later quality assurance and verification.

Metadata

Quality Code mapping:

<<DA_QUALITY.CSV>>

I will process the other catchments you require this afternoon.

Please advise if you have any queries or concerns.

Regards,

A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]

Email: [REDACTED]

www.derm.qld.gov.au<<http://www.derm.qld.gov.au>>

+-----+

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 20 April 2011 11:05 PM
To: [REDACTED]
Subject: FW: DERM Data Request (Our Ref Job DA-1392) Part2
Attachments: User Licence for Digital Data.pdf; DA1392BneLock.zip; DA_QUALITY.CSV

Subject to Legal Professional Privilege

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

From: [REDACTED]
Sent: Wednesday, 20 April 2011 8:31 PM
To: [REDACTED]
Subject: FW: DERM Data Request (Our Ref Job DA-1392) Part2

From: [REDACTED]
Sent: Tuesday, January 25, 2011 3:02 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part2

Hi [REDACTED]
The second part is attached.

Licence

Here is a file containing a User Licence for Digital Data- please read and be aware of its contents before using the data, and if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions:

<<User Licence for Digital Data.pdf>>

Data

Here is the Brisbane and Lockyer Catchments point stage and instantaneous discharge data, again this is just for stations with telemetry data.

<<DA1392BneLock.zip>>

Please note that these records do contain unverified telemetry data (Quality Code 130) which may change with later quality assurance and verification.

Metadata

Quality Code mapping:

:<DA_QUALITY.CSV>>

Please advise if you have any queries or concerns.

Regards,
Ralph deVoil
A/ Project Officer, Water Quality and Accounting

Telephone [REDACTED]
Email [REDACTED]
www.derm.qld.gov.au<<http://www.derm.qld.gov.au>>

From: [REDACTED]
Sent: Tuesday, 25 January 2011 1:02 PM
To: [REDACTED]
Subject: DERM Data Request (Our Ref Job DA-1392)

Hi [REDACTED],
I've been in touch with the Director of Water Accounting and DERM will supply data as requested to expedite insurance matters, so I will action your data requests this afternoon. As discussed previously on the telephone, please note that telemetry data is provisional and subject to verification, the quality coding indicates that.

I have already extracted the Condamine- Balonne catchment data, that follows.

Licence

Here is a file containing a User Licence for Digital Data- please read and be aware of its contents before using the data, and if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions:

Data

Here is the point stage and instantaneous discharge data for the Condamine- Balonne catchments, this is just for stations with telemetry data at this stage.

Please note that these records do contain unverified telemetry data (Quality Code 130) which may change with later quality assurance and verification.

Metadata

Quality Code mapping:

I will process the other catchments you require this afternoon.

Please advise if you have any queries or concerns.

Regards,

A/ Project Officer, Water Quality and Accounting

www.derm.qld.gov.au<<http://www.derm.qld.gov.au/>>

+-----+

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 20 April 2011 11:11 PM
To: [REDACTED]
Subject: FW: DERM Data Request (Our Ref Job DA-1392) Part 3
Attachments: DA1392_Bund.zip; User Licence for Digital Data.pdf; DA_QUALITY.CSV

Subject to Legal Professional Privilege

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

From: [REDACTED]
Sent: Wednesday, 20 April 2011 8:31 PM
To: [REDACTED]
Subject: FW: DERM Data Request (Our Ref Job DA-1392) Part 3

From: [REDACTED]
Sent: Thursday, January 27, 2011 10:55 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Hi [REDACTED],
as discussed, here's the data for those catchments as requested.

(10) We're hoping to launch the new web portal soon as it is in the final stages of development, however our IT team have other priorities at this point. We will email all WQA clients when it becomes available, probably some time next month.

Licence

Attached is a pdf file containing a User Licence for Digital Data- please read and be aware of its contents before using the data, and if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions.

Data

See attached zip file. Please note that these records do contain provisional unverified telemetry data (Quality Code 130) which may change with later verification and quality assurance.

Metadata

A Quality Code mapping is attached (DA_QUALITY.CSV).

Please feel free to let us know if you have any queries, regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au<<http://www.derm.qld.gov.au/>>

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

(a) **From:** [REDACTED]
Sent: Thursday, 27 January 2011 9:00 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part2

Hey [REDACTED]

Is it possible for us to get stream flow and water level data for the Bundaberg region (136 and 137) please. IF not could you put in a request?

Also, has there been any clarification on when the public web portal will be open?

Regards


Project Engineer

+-----+

Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO₂ in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 20 April 2011 11:11 PM
To: [REDACTED]
Subject: FW: DERM Data Request (Our Ref Job DA-1392) Part 3
Attachments: image003.png

Subject to Legal Professional Privilege

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

From: [REDACTED]
Sent: Wednesday, 20 April 2011 8:31 PM
To: [REDACTED]
Subject: FW: DERM Data Request (Our Ref Job DA-1392) Part 3

From: [REDACTED]
Sent: Monday, January 31, 2011 5:42 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Hi [REDACTED]

yes, there is indeed a gap there, I will have to follow that up with the Regional Hydrographers, looks like there's been a telemetry fault but seeing as it is now fixed it probably means the data has been downloaded on to a notebook and is yet to be processed into a Hydstra workfile. They're struggling for staff in that region, but I'll see what I can do.

⑫ Regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

[REDACTED]
www.derm.qld.gov.au<<http://www.derm.qld.gov.au>>

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Friday, 28 January 2011 3:34 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

⑪ Hi [REDACTED]
We were just going through this Elliot creek data (137003 Elliot River@Dr Mays crossing), and the data only starts on the 4th Jan 2011. The rest seem to be good (start beginning of Dec), do you know why this is? I'm assuming the gauge was down for that period, got hit by flood debris or something along those lines, but just thought I would check to see if you had any info on it.

Regards

[REDACTED]
Project Engineer

[REDACTED] 011-1B8EJWATER TECHNOLOGY 93 Boundary Street, West End, Brisbane Australia 4101

web: www.watech.com.au<<http://www.watech.com.au>>

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From: [REDACTED]
Sent: Thursday, 27 January 2011 10:55 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

[REDACTED]
as discussed, here's the data for those catchments as requested.

We're hoping to launch the new web portal soon as it is in the final stages of development, however our IT team have other priorities at this point. We will email all WQA clients when it becomes available, probably some time next month.

Licence

Attached is a pdf file containing a User Licence for Digital Data- please read and be aware of its contents before using the data, and if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions.

Data

See attached zip file. Please note that these records do contain provisional unverified telemetry data (Quality Code 130) which may change with later verification and quality assurance.

Metadata

A Quality Code mapping is attached (DA_QUALITY.CSV).
Please feel free to let us know if you have any queries, regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au<<http://www.derm.qld.gov.au>>

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Thursday, 27 January 2011 9:00 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part2 Hey [REDACTED]

Is it possible for us to get stream flow and water level data for the Bundaberg region (136 and 137) please. IF not could you put in a request?

Also, has there been any clarification on when the public web portal will be open?

Regards

[REDACTED]
Project Engineer

+-----+
Think B4U Print

1 ream of paper = 6% of a tree and 5.4kg CO₂ in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 20 April 2011 11:15 PM
To: [REDACTED]
Subject: FW: DERM Data Request (Our Ref Job DA-1392) Part 4
Attachments: image004.png; image003.png; DA1392_422343A_AT_H.CSV; User Licence for Digital Data.pdf; DA_QUALITY.CSV

Subject to Legal Professional Privilege

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

From: [REDACTED]
Sent: Wednesday, 20 April 2011 8:31 PM
To: [REDACTED]
Subject: FW: DERM Data Request (Our Ref Job DA-1392) Part 4

14 **From:** [REDACTED]
Sent: Tuesday, February 01, 2011 4:33 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 4

No worries [REDACTED]
no news about 137003A Dr May's yet I'm afraid, but I've asked for an update. They have their hands full at present with the cyclones, so I can't really give an estimate as to how long it will be before it is complete.

Licence

Attached is a pdf file containing a User Licence for Digital Data- please read and be aware of its contents before using the data, and if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions.

Data

Attached is the point height record for 422343A from 01/12/2010, our apologies for it being omitted before. Unfortunately it won't rate for discharge as it exceeds the rating table limits by about a metre and a half, I'll get our Regional Hydrographers to review the record and see if it can be released, I'll send it through when complete.

Please note that these records do contain provisional unverified telemetry data (Quality Code 130) which may change with later quality assurance.

Metadata

A Quality Code mapping is attached (DA_QUALITY.CSV).

Please feel free to let us know if you have any queries, regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

[REDACTED]
www.derm.qld.gov.au<<http://www.derm.qld.gov.au>>

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Tuesday, 1 February 2011 3:42 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Thanks [REDACTED], just thought would check.

In the Condomine/Balonne data, we couldn't find the data for Charleys Creek @ Chinchilla (422343A). Is it available?

Regards

[REDACTED]
Project Engineer

[cid:732430306@01022011-209C]WATER TECHNOLOGY 93 Boundary Street, West End, Brisbane Australia 4101
tel: [REDACTED]
fax: [REDACTED]
web: www.watech.com.au<<http://www.watech.com.au>>

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From: [REDACTED]
Sent: Monday, 31 January 2011 5:42 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Hi [REDACTED]
yes, there is indeed a gap there, I will have to follow that up with the Regional Hydrographers, looks like there's been a telemetry fault but seeing as it is now fixed it probably means the data has been downloaded on to a notebook and is yet to be processed into a Hydstra workfile. They're struggling for staff in that region, but I'll see what I can do.

Regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au<<http://www.derm.qld.gov.au>>

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Friday, 28 January 2011 3:34 PM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3 Hi Ralph,

We were just going through this Elliot creek data (137003 Elliot River@Dr Mays crossing), and the data only starts on the 4th Jan 2011. The rest seem to be good (start beginning of Dec), do you know why this is? I'm assuming the gauge was down for that period, got hit by flood debris or something along those lines, but just thought I would check to see if you had any info on it.

Regards

[REDACTED]
Project Engineer

[cid:732430306@01022011-20A3]WATER TECHNOLOGY 93 Boundary Street, West End, Brisbane Australia 4101
tel: [REDACTED]
fax: [REDACTED]
web: www.watech.com.au<<http://www.watech.com.au>>

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From: [REDACTED]
Sent: Thursday, 27 January 2011 10:55 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part 3

Hi [REDACTED]
as discussed, here's the data for those catchments as requested.

We're hoping to launch the new web portal soon as it is in the final stages of development, however our IT team have other priorities at this point. We will email all WQA clients when it becomes available, probably some time next month.

Licence

Attached is a pdf file containing a User Licence for Digital Data- please read and be aware of its contents before using the data, and if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions.

Data

See attached zip file. Please note that these records do contain provisional unverified telemetry data (Quality Code 130) which may change with later verification and quality assurance.

Metadata

A Quality Code mapping is attached (DA_QUALITY.CSV).
Please feel free to let us know if you have any queries, regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au<<http://www.derm.qld.gov.au>>

Department of Environment and Resource Management, PO Box 318, Toowoomba Q 4350

From: [REDACTED]
Sent: Thursday, 27 January 2011 9:00 AM
To: [REDACTED]
Subject: RE: DERM Data Request (Our Ref Job DA-1392) Part2 Hey [REDACTED]

Is it possible for us to get stream flow and water level data for the Bundaberg region (136 and 137) please. IF not could you put in a request?

Also, has there been any clarification on when the public web portal will be open?

Regards

[REDACTED]
Project Engineer

+-----+

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1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water

+-----+

(15)

From: [REDACTED]
Sent: Thursday, 10 February 2011 9:41 AM
To: [REDACTED]
Cc: [REDACTED]; DALE, Graham
Subject: FW: Insurance Council - Catastrophe Update#2 9FEB11

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[REDACTED] see attached communication via ICA.

This would appear to present an opportunity for Water Tech to gain access to BOM data previously unavailable.

Can you please urgently communicate this to WT and ensure they immediately utilise this opportunity to obtain whatever data is required. There will be limitations on the time this is available and it is strictly for the purpose of determining RACQI claims. I suggest we make it clear to Water Tech that if they are found to be utilising this data for other clients/purposes they may well fall outside of an acceptable use criteria (although this would be difficult to prove assuming the data will become publicly available at some future time).

Regards,

[REDACTED] (Dip Bus - FLM)

Executive Manager - Household Claims & Loss Adjusting

RACQ Insurance

PO Box 3004
Logan City DC QLD 4123

Phone: [REDACTED]

Mobile: [REDACTED]

Fax: [REDACTED]

Email: [REDACTED]

From: [REDACTED]
Sent: Thursday, 10 February 2011 9:34 AM
To: [REDACTED]
Cc: [REDACTED]; DALE, Graham; [REDACTED]; HEATH, Bradley
Subject: RE: Insurance Council - Catastrophe Update#2 9FEB11

Thanks Karl, will action this asap.

Our hydrology provider is Water Technology and they will be instructed via our legal providers Cooper Grace Ward.

Regards,

[REDACTED] (Dip Bus - FLM)

Executive Manager - Household Claims & Loss Adjusting

Phone: [REDACTED]

Mobile: [REDACTED]

Fax: [REDACTED]

Email: [REDACTED]

From: [REDACTED]

Sent: Thursday, 10 February 2011 9:00 AM

To: [REDACTED]

Subject: Re: Insurance Council - Catastrophe Update#2 9FEB11

[REDACTED] - you can give them these details to register for the data – BoM will then track their usage and access and will query me as to their permission to use the data – It is obviously for claims determination purposes only.

Are we talking about WillisRe?

[REDACTED]

http://www.bom.gov.au/cgi-bin/ncmt/hydro_data.cgi

From: [REDACTED]

Date: Thu, 10 Feb 2011 09:55:05 +1100

To: [REDACTED]

Subject: RE: Insurance Council - Catastrophe Update#2 9FEB11

Thanks [REDACTED]

We would very much appreciate access to this BOM data for Queensland flooding etc. I am assuming from your email that we then have permission to pass this to our nominated hydrology service provider. As a matter of course we will do this through our legal providers and clearly state any licensing arrangements as you advise.

Happy to discuss if necessary.

Regards,

[REDACTED]
Executive Manager - Household Claims & Loss Adjusting

PO Box 3004
Logan City DC QLD 4123

Phone: [REDACTED]
Mobile: [REDACTED]
Fax: [REDACTED]
Email: [REDACTED]

From: [REDACTED]
Sent: Wednesday, 9 February 2011 10:57 PM
To: [REDACTED]
Subject: Insurance Council - Catastrophe Update#2 9FEB11

Dear [REDACTED]
- also sent to Dale, [REDACTED] Heath

You have received this email update by virtue of being on the ICA's Insurance Taskforce* as a representative of RACQI

CAT105/111/112 – Queensland Flooding ([Geography & Timing](#))

Hydrology - The Hydrology panel has now successfully gained access to BoM data that is critical to the analysis of the event. Insurers who can make use of pluviograph data and rainfall gauge data can also gain access by request (reply email to ICA). This data is only useful if you have your own hydrology capability - there are strict license arrangements in place between BoM and ICA for use of the data.

Claims Data – A reminder that the next claims data submission for CAT 105,111 and 112, is due before close of business on Thursday 10th February 2011, using the [claims reporting template](#).

CAT113/115 – Regional Victorian Flooding ([Geography & Timing](#)) – **Victorian Extreme Weather Event** ([Geography & Timing](#))

Claims Data – A reminder that the next claims data submission for CAT 113, is due before close of business on Thursday 10th February 2011, using the [claims reporting template](#).

Claims Data – Claims data submission for CAT 115, is due before close of business on Tuesday 15th February 2011, using the [claims reporting template](#).

Government Activity – No insurer issues were raised by government at today recovery taskforce meeting.

CAT114 – Cyclone Yasi ([Geography & Timing](#))

Property Damage Assessment - The ICA has compiled an updated spreadsheet based on QFRS reporting WEF 9FEB that details relative concentrations of property damage – [It can be downloaded here](#)

Claims Data –Claims data submission for CAT 114, is now due before close of business on Tuesday 15th February 2011, using the [claims reporting template](#).

CAT116 – Perth Bushfires ([Geography & Timing](#))

Property Clean-up – The City of Armadale (local council) has raised concerns that property owners are cleaning up without proper care and attention to risks. Property owners are required to get a demolition permit before this activity can occur, council has agreed to facilitate that process if property owners make contact with council.

Removal of Debris – There has been no government response as yet on the issue of government assisted removal of debris. This will be pursued further over the next 24hrs.

Claims Data –Claims data submission for CAT 116, is due before close of business on Tuesday 15th February 2011, using the [claims reporting template](#).

Please feel free to make contact with this office if you have any questions.

Regards,

 General Manager Policy Risk & Disaster Planning
Insurance Council of Australia
Level 4, 56 Pitt Street, Sydney NSW 2000 | 

* Covering the following Insurance taskforces:
CAT 105 – Regional QLD Flooding
CAT 111 – Toowoomba and Lockyer Valley Event
CAT 112 – Brisbane Flooding
CAT 113 – Regional Victorian Flooding
CAT 114 – Cyclone Yasi
CAT 115 – Victorian Inundation Event
CAT 116 – Perth Bushfires

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[REDACTED]

From: [REDACTED] on behalf of REQNSW [reqnsw@bom.gov.au]
Sent: Monday, 14 February 2011 2:56 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Climate Data Files [SEC=UNCLASSIFIED]
Attachments: Contacts for Non-Bureau Hydro Data Request.pdf

16
Hi [REDACTED]

Thanks for the data request and I apologise for the time it has taken to reply.

Unfortunately the Bureau of Meteorology does not record streamflow or discharge data. DERM (Department of Environment and Resource Management) is the agency in Queensland responsible for **stream flow data and discharge data (m³/s)**. Their website is: <http://www.derm.qld.gov.au/watershed/> where you can identify streamflow stations, periods of record and make requests for data.

We can provide rainfall and river height data. For a full list of sites that are available, including the operator of each site, please see:
http://www.bom.gov.au/hydro/flood/qld/networks/owner_listing.shtml

In most instances, we will only be able to provide data from those sites that are owned and operated by the Bureau of Meteorology, however, some other organisations have also permitted us to forward data (*excluding* Dept of Environment and Resource Management, SEQWater, Sunwater). Unfortunately we do not have archived data for Walloon Alert as it is archived by SEQWater.

We now have ready for provision river height and rainfall data from our Qld hydrological network for data between ~ 1st November 2010 to 31st January 2011. Please email back if you would like further rainfall data for any of our sites, or alternatively, please contact the appropriate agency for their data.

Regards,

[REDACTED]
Climate Information Services
Bureau of Meteorology
Email: climate.nsw@bom.gov.au

Contact Hours
Monday to Friday: 10am - 12 noon & 2pm - 4pm
Tel [REDACTED]

*For climate data, maps and services go to <http://www.bom.gov.au/climate/>
For further information on charges for data services, please see:
http://www.bom.gov.au/climate/how/climate_charges.shtml*

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We do not guarantee completeness of the data record.

From: [REDACTED]
Sent: Wednesday, 19 January 2011 13:39
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Climate Data Files [SEC=UNCLASSIFIED]

H [REDACTED]

In addition to [REDACTED] request below, can we have the full water level record for Walloon Alert (BOM GS 540147); ie all data from when it opened.

I assume this will be daily data but if you can supply it at a higher resolution (smaller timestep), please do.

Thanks,

[REDACTED]
Project Engineer

WATER TECHNOLOGY • [REDACTED] www.watech.com.au

From: [REDACTED]
Sent: Tuesday, 18 January 2011 4:42 PM
To: 'REQNSW'
Subject: RE: Climate Data Files [SEC=UNCLASSIFIED]

Hi [REDACTED]

We are now in need of stream flow levels for all Queensland gauges for the same period. Can you send through a quote please.

Regards

[REDACTED]
Project Engineer



WATER TECHNOLOGY 93 Boundary Street,
West End, Brisbane Australia 4101
tel: [REDACTED]
fax: [REDACTED]
web: www.watech.com.au

From: [REDACTED] **On Behalf Of** REQNSW
Sent: Tuesday, 18 January 2011 10:48 AM
To: [REDACTED]
Cc: Accounts
Subject: Climate Data Files [SEC=UNCLASSIFIED]

Hi [REDACTED]

Attached are your files containing hourly/half hourly rainfall data for all Queensland AWS's, for Dec 2010 to present.

I will let you know when we are able to provide the Bureau warnings that were issued during the event as soon as I hear back from our National Crisis Management Team.

A **tax invoice** for data received is attached to this email.

Instructions to open your data files are included below.

We are always trying to improve our service, and would like your help.
To share your views with us, please complete our [online feedback](#) form.

Any further queries, please email me back at climate.nsw@bom.gov.au

Regards,

[REDACTED]
Climate Information Services
Bureau of Meteorology

Email: climate.nsw@bom.gov.au

Contact Hours

Monday to Friday: 10am - 12 noon & 2pm - 4pm

Tel: (02) 9296 1500

For climate data, maps and services go to <http://www.bom.gov.au/climate/>

[REDACTED]

From: [REDACTED]
Sent: Monday, 21 February 2011 7:28 PM
To: [REDACTED]
Subject: FW: Access to hydrdynamic model of the Brisbane and Bremer rivers

[REDACTED]

The model we are looking to access is the "Mike11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) as used by the Wivenhoe Alliance".

We understand that following completion of the work for which it was established ownership of the model passed to SEQWater. We also understand that both Brisbane City Council and Ipswich City Council were partners in the development of the model, but they probably don't have ownership of it.

Best regards,

[REDACTED]
Director

WATER TECHNOLOGY [REDACTED] • www.watech.com.au

From: [REDACTED]
Sent: Monday, 21 February 2011 12:41 PM
To: [REDACTED]
Subject: Access to hydrdynamic model of the Brisbane and Bremer rivers

17

[REDACTED]

We're providing specialist advice in assisting with insurance claims associated with the January flood event.

We are aware of the existence of a MIKE11 model of (at least) the Brisbane and Bremer Rivers that was used as part of the work undertaken by the Wivenhoe Alliance. This model would be of great assistance in undertaking this work.

Could this model be made available for use and if so, how would we go about accessing it? As this work is urgent, if you could get back to us as quickly as possible we would appreciate it.

Best regards,

[REDACTED]
Director



WATER TECHNOLOGY
WATER, COASTAL & ENVIRONMENTAL CONSULTANTS

mob: [REDACTED]
web: www.watech.com.au

WATER TECHNOLOGY
93 Boundary St
PO Box 5700
West End Queensland Australia 4101

t: [REDACTED]
f: [REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: Wednesday, 20 April 2011 11:19 PM
To: [REDACTED]
Subject: FW: Bremer data request (Our Ref Job DA-1561)
Attachments: User Licence for Digital Data.pdf; DA1561_143107A_AT_PHF.CSV; DA1561_143107A_RatingTable.txt; DA1561_143107A_SDR.TXT; DA_QUALITY.CSV

Subject to Legal Professional Privilege

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

From: [REDACTED]
Sent: Wednesday, 20 April 2011 8:31 PM
To: [REDACTED]
Subject: FW: Bremer data request (Our Ref Job DA-1561)

From: [REDACTED]
Sent: Tuesday, March 01, 2011 5:17 PM
To: [REDACTED]
Subject: RE: Bremer data request (Our Ref Job DA-1561)

Dear [REDACTED],
This is in response to your request for height and flow data.

I advise that DERM operates surfacewater monitoring networks under an approved Water Monitoring Business Framework and is ISO 9001 accredited.

In accordance with this framework information collected from gauging stations is primarily stream height and flow volumes. These data can be accessed as:

- * Unverified telemetry data which can be viewed on the Water Streamflow data website for the most recent 14 days of record. This information is routinely published in near real time following automatic checks for any significant inconsistencies.
- * Validated historic streamflow information that can be downloaded from the Water Streamflow website. This information is validated by qualified hydrographic staff and is quality coded accordingly.
- * Recent validated historic data that can be obtained by formal request to DERM.

I advise that DERM is endeavouring to validate data as quickly as possible. Our performance indicator aims for data to be validated is within 160 days. You may wish to request updated information periodically to be supplied with the current validated data.

With respect to use of data:

- * Unvalidated data has not been rigorously assessed and the data is quality coded to identify this. These data should be used with care as they may change after validation. These data should only be used by persons who are familiar with the characteristics of streamflow information.
- * Validated data are data that has been assessed and is the best available quality at the time, however the data should always be interpreted taking into account the quality codes that have been applied.

Hydrologic advice should be sought to assist with any interpretation.

Licence

Below is the User Licence for Digital Data- please read and be aware of its contents before using the data, if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions:

<<User Licence for Digital Data.pdf>>

Data

Point stage and discharge data for the period 01/12/2011 to 31/01/2011 (inclusive) for 143107A:

<<DA1561_143107A_AT_PHF.CSV>>

Please note that these records contain provisional telemetry data (Quality Code 130) which are subject to verification and quality assurance.

The Active Rating Table for 143107A:
<<DA1561_143107A_RatingTable.txt>>

Site Summery Report for 143107A:
<<DA1561_143107A_SDR.TXT>>

Metadata

Quality Code mapping:
<<DA_QUALITY.CSV>>

Please contact me if you require any additional information or clarification.

Regards,

[REDACTED]
A/ Project Officer, Water Quality and Accounting

Telephone: [REDACTED]

Email [REDACTED]

www.derm.qld.gov.au<<http://www.derm.qld.gov.au/>>

Department of Environment and Resource Management (DERM)

From [REDACTED]

Sent: Tuesday, 1 March 2011 1:13 PM

To: [REDACTED]

Subject: Bremer data request

(18)
Hi [REDACTED]

Could I get the Water Level, Discharge and the active rating table for gauge number 143107A (Bremer River @ Walloon) please?

Regards

[REDACTED]
Project Engineer

Description: Watech-logo-78mmWATER TECHNOLOGY

93 Boundary Street, PO Box 5700,

West End Queensland Australia 4101

tel: [REDACTED]

fax: [REDACTED]

web: www.watech.com.au<[file://www.watech.com.au](http://www.watech.com.au)> <<http://www.watech.com.au/>>

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3 sheets of A4 paper = 1 litre of water

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[REDACTED]

From: [REDACTED]
Sent: Wednesday, 20 April 2011 11:24 PM
To: [REDACTED]
Subject: FW: Bremer data request (Our Ref Job DA-1561 Follow up- 138002C)
Attachments: DA1561_138002C_AT_PR.CSV; DA1561_138002C_AT_PHF.CSV; User Licence for Digital Data.pdf; DA_QUALITY.CSV; DA1561_138002C_SDR.TXT

Subject to Legal Professional Privilege

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

From: [REDACTED]
Sent: Wednesday, 20 April 2011 8:32 PM
To: [REDACTED]
Subject: FW: Bremer data request (Our Ref Job DA-1561 Follow up- 138002C)

From: [REDACTED]
Sent: Wednesday, March 16, 2011 4:04 PM
To: [REDACTED]
Subject: RE: Bremer data request (Our Ref Job DA-1561 Follow up- 138002C)

Hi [REDACTED]
This is in response to your request for rainfall, height and flow data.



I advise that DERM operates surfacewater monitoring networks under an approved Water Monitoring Business Framework and is ISO 9001 accredited. In accordance with this framework, information collected from gauging stations is primarily stream height and flow volumes. These data can be accessed as:

- * Unverified telemetry data which can be viewed on the Water Streamflow data website for the most recent 14 days of record. This information is routinely published in near real time following automatic checks for any significant inconsistencies.

http://www.derm.qld.gov.au/water/monitoring/current_data/map_qld.php

*

Validated historic streamflow information that can be downloaded from the Water Streamflow website. This information is validated by qualified hydrographic staff and is quality coded accordingly.

<http://www.derm.qld.gov.au/watershed/index.html>

*

Recent validated historic data that can be obtained by formal request to DERM.

I advise that DERM is endeavouring to validate data as quickly as possible. Our performance indicator aims for data to be validated is within 160 days. You may wish to request updated information periodically to be supplied with the current validated data.

With respect to use of data:

- * Unvalidated data has not been rigorously assessed and the data is quality coded to identify this. These data should be used with care as they may change after validation. These data should only be used by persons who are familiar with the characteristics of streamflow information.

- * Validated data are data that has been assessed and is the best available quality at the time, however the data should always be interpreted taking into account the quality codes that have been applied.

Hydrologic advice should be sought to assist with any interpretation.

Licence

Attached is the User Licence for Digital Data- please read and be aware of its contents before using the data, if the data has been acquired on behalf of a third party please ensure that they are also aware of its conditions.

Data

Point rainfall (PR), height and instantaneous flow (PHF) data for the station 138002C from 01/12/2010 to 31/01/2011 are attached, also included is the station details report.

Please note that these records contain provisional telemetry data (Quality Code 130) which are subject to verification and quality assurance.

Metadata

A Quality Code mapping is attached.

Please contact me if you require any additional information or clarification.

Regards,

[REDACTED]
A/ Project Officer, Water Accounting
Water Quality and Accounting

Telephone: [REDACTED]
Email: [REDACTED]
www.derm.qld.gov.au <<http://www.derm.qld.gov.au>>

Department of Environment and Resource Management (DERM)

From: [REDACTED]
Sent: Friday, 11 March 2011 8:25 AM
To: [REDACTED]
Subject: RE: Bremer data request (Our Ref Job DA-1561)

Hey [REDACTED]

Can I get the river level data for 138002C Brooyar please?

Not sure if DERM do rainfall as well, but if its available for this gauge could get that too?

Dec 1st - Jan 31st would be great.

Cheers

[REDACTED]
Project Engineer

WATER TECHNOLOGY * [REDACTED] * www.watech.com.au <<http://www.watech.com.au>>

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3 sheets of A4 paper = 1 litre of water

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COOPER GRACE WARD
LAWYERS

Our Ref: SAD2:RXR 10091926

2 February 2011

Water Management (Head Office)
Department of Environment and Resource Management
GPO Box 2454
Brisbane QLD 4001

Also by email:

Level 21, 400 George Street
Brisbane 4000 Australia

GPO Box 834, Brisbane 4001

T 61 7 3231 2444

F 61 7 3221 4356

www.cgw.com.au

ABN 95 591 906 639

Dear Sir/Madam

**Release of gauge data and rainfall readings
Toowoomba and Lockyer Valley**

We act for RACQ Insurance Limited (RACQI).

Our client has engaged a water hydraulic engineering company, Water Technology, to assist it with assessing claims made by policy holders who have been affected by the recent Queensland flooding events.

We are instructed that:

1. Water Technology has attempted to obtain from you information regarding gauge data and rainfall readings in the Toowoomba and Lockyer Valley regions.
2. You have advised Water Technology that this data has been embargoed and will not be released at this point in time.

Our client needs the information to assess a substantial number of the claims it has received as a result of the recent flooding.

Please urgently let us know when the information will be made available and the reason for the current embargo.

Yours faithfully
COOPER GRACE WARD

Lawyer

T
F
E

Partner

SAD210091926 3689078v1

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Our Ref: SAD2:RXR 10091926

8 February 2011

Mr [REDACTED]
Department of Environment and Resource Management
GPO Box 2454
Brisbane QLD 4001

Also by email: [REDACTED]

Level 21, 400 George Street
Brisbane 4000 Australia

GPO Box 834, Brisbane 4001

T 61 7 3231 2444

F 61 7 3221 4356

www.cgw.com.au

ABN 95 591 906 639

URGENT

Dear [REDACTED]

**Release of gauge data and rainfall readings
Toowoomba and Lockyer Valley**

We act for RACQ Insurance Limited (RACQI). We have previously sent the enclosed letter to the Water Management Head Office in Brisbane. Earlier today we spoke with that office and they advised us to contact your department regarding our request.

We urgently require a response to our request regarding gauge data and rainfall readings in the Toowoomba and Lockyer Valley regions. The missing information is prejudicing the assessment of a substantial number of claims that our client has received as a result of the recent flooding.

Please urgently let us know when the information will be made available and the reason for the current embargo.

Yours faithfully
COOPER GRACE WARD

[REDACTED]
Lawyer

T
F
E

[REDACTED]
Partner

SAD210091926 3679927v1

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Our Ref: SAD2:RXR 10091926

16 February 2011

FILE COPY

Peter Baddiley
BoM Hydrology Manager (Queensland)
Bureau of Meteorology
GPO Box 2454
Brisbane QLD 4001

URGENT

Dear Mr Baddiley

**Release of gauge data and rainfall readings
Toowoomba and Lockyer Valley**

We act for RACQ Insurance Limited (**RACQI**).

Our client has engaged a water hydraulic engineering company, Water Technology, to assist it with assessing claims made by policy holders who have been affected by the recent Queensland flooding events.

We understand that the Bureau of Meteorology (**BOM**) has hydrologic models covering the following river systems:

1. Brisbane (including all tributaries and specifically including the Bremer);
2. Condamine (to St George);
3. Pine;
4. Fitzroy (including the Nogoa);
5. Burnett; and
6. Caboolture.

We understand that the BOM may also have simulation results for the actual recent flooding events through the above river systems.

This information will greatly assist our client make determinations on the substantial number of claims that it has received as a result of the recent flooding.

Please urgently let us know if this information can be made available to us.

If there is any further information that you need from us in order to expedite the delivery of this information to us, please let us know.

Yours faithfully

COOPER GRACE WARD

Lawyer

Partner

T
F
E

SAD210091926 3692554v1

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COOPER GRACE WARD
LAWYERS

Our Ref: AJW:AJC3 10091926

23 February 2011

Mr Peter Borrows
Chief Executive Officer
South East Queensland Water Corporation
Limited
240 Margaret Street
Brisbane QLD 4000

By registered post

Also by facsimile: 07 3229 7926

Dear Mr Borrows

**Release of the MIKE11 Hydrodynamic model
Brisbane River and Bremer River**

We act for RACQ Insurance Limited.

Our client has engaged a water hydraulic engineering company, Water Technology, to assist it with assessing claims made by policy holders who have been affected by the recent Queensland flooding events.

We are instructed that Water Technology has attempted to obtain from South East Queensland Water Corporation Limited access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall (model).

Our client needs the model to assess a substantial number of the claims it has received as a result of the recent flooding.

Please urgently let us know if the model can be made available to us and if so when.

If you have any queries, please let us know.

Yours faithfully
COOPER GRACE WARD

Lawyer

T
F
E

Partner

AJW10091926 3702815v1

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COOPER GRACE WARD
LAWYERS

26

Our Ref: AJW:AJC3 10091926

23 February 2011

Senior Officer
Water Resources
Brisbane City Council
GPO Box 1434
Brisbane Qld 4001

By express post

Also by email:

Dear

**Release of the MIKE11 Hydrodynamic model
Brisbane River and Bremer River**

We act for RACQ Insurance Limited.

Our client has engaged a water hydraulic engineering company, Water Technology, to assist it with assessing claims made by policy holders who have been affected by the recent Queensland flooding events.

We are instructed that Water Technology has attempted to obtain from Brisbane City Council access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall (model).

Our client needs the model to assess a substantial number of the claims it has received as a result of the recent flooding.

Please urgently let us know if the model can be made available to us and if so when.

If you have any queries, please let us know.

Yours faithfully
COOPER GRACE WARD

Lawyer

Partner

AJW/10091926 3704556v1

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COOPER GRACE WARD
LAWYERS

Our Ref: AJW:AJC3 10091926

23 February 2011

Senior Engineer
Ipswich City Council
PO Box 191
Ipswich QLD 4305

Level 21, 400 George Street
Brisbane 4000 Australia

GPO Box 834, Brisbane 4001

T 61 7 3231 2444
F 61 7 3221 4356

www.cgw.com.au

ABN 95 591 906 639

By express post

Also by email:

Dear

**Release of the MIKE11 Hydrodynamic model
Brisbane River and Bremer River**

We act for RACQ Insurance Limited.

Our client has engaged a water hydraulic engineering company, Water Technology, to assist it with assessing claims made by policy holders who have been affected by the recent Queensland flooding events.

We are instructed that Water Technology has attempted to obtain from Ipswich City Council access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall (model).

Our client needs the model to assess a substantial number of the claims it has received as a result of the recent flooding.

Please urgently let us know if the model can be made available to us and if so when.

If you have any queries, please let us know.

Yours faithfully
COOPER GRACE WARD

Lawyer

T
F
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Partner

AJW10091926 3704561v1

cc v

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58

From: Right to Information [REDACTED]
Sent: Monday, 28 February 2011 11:51 AM
To: [REDACTED]
Cc: Right to Information
Subject: Request received by Ipswich City Council for MIKE11 Hydrodynamic model
Attachments: Cooper Grace Ward Lawyers - Letter requesting application form and fee for RTI Application - 28 February 2011.pdf; RTI and IP Application Form.pdf

Importance: High

Good morning [REDACTED]

In response to your letter dated 23 February 2011 to Quentin Underwood (Senior Engineer, Ipswich City Council), please find attached a letter requesting you apply for the documents required under the Right to Information Act 2009 (RTI Act).

In addition, please also find attached the official application form for you to complete and return to us with your application fee.

Should you have any questions regarding the above and enclosed, please do not hesitate to contact me directly on [REDACTED]

Kind regards

[REDACTED] | Project Officer - Corporate Governance
Finance and Corporate Governance Branch
IPSWICH CITY COUNCIL
PO Box 191 Ipswich Queensland 4305 Australia
T| [REDACTED]
E| [REDACTED]
W| www.ipswich.qld.gov.au

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29



Dedicated to a better Brisbane

RECEIVED
02 MAR 2011

BY:.....

28 February 2011

[REDACTED]

Cooper Grace Ward Lawyers
GPO Box 834
BRISBANE CITY QLD 4001

Dear [REDACTED]

Thank you for your letter of 23 February 2011 seeking release of the MIKE11 Hydrodynamic model for the Brisbane River and Bremer River, reference AJW:AJC3 10091926.

Your request has been passed on to the appropriate area of Council, as a priority. A Council officer will endeavour to provide a response within 20 working days, however, it is noted that you have requested urgent attention on this matter.

If you have any further Council enquiries, please visit www.brisbane.qld.gov.au or telephone our 24 hour Contact Centre on [REDACTED]

Yours sincerely

[REDACTED]

[REDACTED]

Contact Centre Manager
Brisbane City Council

Ref: CO07475-2011

Brisbane City Council ABN 72 002 765 795

GPO Box 1434 Brisbane City Qld 4001
Ph: (07) 3403 8888

www.brisbane.qld.gov.au

30

Our Ref: JET:AJC3 10091926
Your Ref: Cooper Grace Ward Lawyers (RACQ Insurance)

3 March 2011

[REDACTED]
Project Officer – Corporate Governance
Finance and Corporate Governance Branch
Ipswich City Council
PO Box 191
Ipswich Qld 4305

EXPRESS POST

Also by email [REDACTED]

Dear [REDACTED]

Right to Information Application Form

We refer to our letter dated 23 February 2011 and your letter dated 28 February 2011.

Our request for access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall) (**model**) was not intended to be a formal request for information under section 24 of the *Right to Information Act 2009* (Qld) (**RI Act**).

As noted in our letter dated 23 February 2011, our client seeks the model to assess a substantial number of the insurance claims it has received from Ipswich residents as a result of the recent flooding events.

We were hoping that Ipswich City Council would provide us with access to the model as a matter of urgency.

Clearly, the timeframes prescribed under the RI Act do not allow our client to obtain the model and process claims urgently.

We again request that you make the model available to us as soon as possible.

In the event that Ipswich City Council is unwilling to assist in this regard, we have attached the completed *Privacy Application Form* as requested by you.

If you have any queries, please let us know.

Yours faithfully
COOPER GRACE WARD

[REDACTED]
Lawyer

T
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[REDACTED]
Partner

JET10091926 3713418v1

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31

RECEIVED
09 MAR 2011

3 March 2011

Cooper Grace Ward
Solicitors
GPO Box 834
BRISBANE Q 4001

Dear Sirs,

Re: Requested release of the MIKE11 Hydrodynamic model – Brisbane River and Bremer River

We refer to your 23 February 2011 letter. We confirm that, on 21 February, your client's engaged consultant, Water Technology, requested that the above referenced model be made available for its use.

Seqwater is not prepared to make the above referenced model available to your client or Water Technology.

Yours sincerely,

Regards

Corporate Counsel



COOPER GRACE WARD
LAWYERS

Our Ref: AJW:AJC3 10091926
Your Ref: CO07475-2011

7 March 2011

[REDACTED]
Contact Centre Manager
Brisbane City Council
GPO Box 1434
BRISBANE QLD 4001

EXPRESS POST

Level 21, 400 George Street
Brisbane 4000 Australia

GPO Box 834, Brisbane 4001

T 61 7 3231 2444

F 61 7 3221 4356

www.cgw.com.au

ABN 95 591 906 639

Dear [REDACTED]

**Release of the MIKE11 Hydrodynamic model
Brisbane River and Bremer River**

We refer to our letter dated 23 February 2011 and your letter dated 28 February 2011 (received on 2 March 2011).

As noted in our letter dated 23 February 2011, our client seeks access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall) (model) to assess a substantial number of the insurance claims it has received from Brisbane residents as a result of the recent flooding events.

We were hoping that Brisbane City Council would provide us with access to the model as a matter of urgency.

Clearly, the timeframe of 20 working days referred to in your letter does not allow our client to obtain the model and process claims urgently.

We again request that you make the model available to us as soon as possible.

If you have any queries, please let us know.

Yours faithfully
COOPER GRACE WARD

[REDACTED]
Lawyer

T
F
E

[REDACTED]
Partner

AJW10091926 3719755v1



32

Our Ref: AJW:AJC3 10091926
Your Ref: CO07475-2011

7 March 2011

[REDACTED]
Contact Centre Manager
Brisbane City Council
GPO Box 1434
BRISBANE QLD 4001

EXPRESS POST

Dear [REDACTED]

**Release of the MIKE11 Hydrodynamic model
Brisbane River and Bremer River**

We refer to our letter dated 23 February 2011 and your letter dated 28 February 2011 (received on 2 March 2011).

As noted in our letter dated 23 February 2011, our client seeks access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall) (**model**) to assess a substantial number of the insurance claims it has received from Brisbane residents as a result of the recent flooding events.

We were hoping that Brisbane City Council would provide us with access to the model as a matter of urgency.

Clearly, the timeframe of 20 working days referred to in your letter does not allow our client to obtain the model and process claims urgently.

We again request that you make the model available to us as soon as possible.

If you have any queries, please let us know.

Yours faithfully
COOPER GRACE WARD

[REDACTED]
Lawyer

T
F
E

[REDACTED]
Partner

AJW10091926 3776381v1

33

Your reference JET-AJCS 10091926
Our reference RTI-10-060
Contact Officer Louise Geoghegan
Telephone 9810 6222



Ipswich City Council

45 Roderick St
PO Box 191
Ipswich QLD 4305
Australia

Tel (07) 3810 6666
Fax (07) 3810 6731
Email council@ipswich.qld.gov.au
Web www.ipswich.qld.gov.au

Cooper Grace Ward Lawyers
Attention: [REDACTED]
GPO Box 834
BRISBANE QLD 4001

By Email: [REDACTED]

9 March 2011

Dear [REDACTED]

Re: Request for Information – Application No. RTI-10-060

I have received your application under the *Right to Information Act 2009* (Qld) ("the RTI Act") requesting documents relating to:

"MIKE 11 Hydrodynamic model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall."

After speaking with Mr Andrew Ward of your office, I confirm the type of documents you are requesting are:

"Data files and report from the MIKE11 Hydrodynamic Model for the Ipswich area."

The time period/date range you have requested the Council to search within is
"December 2010 – February 2011."

I confirm that the subject matter of documents you are seeking, together with the type of documents you are seeking, as set out above, forms the scope of your application.

I, Louise Geoghegan, Project Officer, will be dealing with your application under delegated authority. I acknowledge receipt of your payment of the application fee.

The commencement date of your application is **10 March 2011**.

Pursuant to section 18 of the RTI Act, I am permitted **25 business days** to process your application ("the processing period"). However, Council is allowed additional time to process your application when a charges estimate notice is given, an application is transferred to Council from another agency, an extension is granted or third parties need to be consulted (section 18 (2) of the RTI Act).

Processing and access charges

The RTI Act and the *Right to Information Regulation 2009* (Qld) ("the RTI Regulation") makes provision for the Council to levy processing and access charges in connection with applications that seek access to documents that do not contain the personal information of the applicant. Processing charges cover time spent by Council in searching for or retrieving a document, or in making, or in doing things related to making, a decision on an application for access.

Pursuant to section 56 of the RTI Act and section 5(1)(b) of the RTI Regulation 2009, processing charges are set at \$5.80 for each 15 minutes, or part of 15 minutes, spent processing the application.

No processing charges are payable if the time taken to process your application does not exceed five (5) hours.

Access charges cover the actual costs incurred by Council in relation to a document, for example, relocation of documents so access can be given or transcribing a document. In addition, if an applicant requests a black and white photocopying of the document the access charge will be \$0.20 per page.

Under section 36 of the RTI Act, Council is required to give you a charges estimate notice before the end of the processing period. The charges estimate notice will set out Council's estimate of the amount of any processing or access charges.

Pursuant to section 36 of the RTI Act, Council is also obliged to provide you with a schedule of relevant documents (unless you waive this requirement). The schedule of relevant documents will set out and give a brief description of the classes of documents relevant to your application in Council's possession or control and will set out the number of documents in each class. It would be appreciated if you could please complete the **enclosed** form and return, advising whether or not you require a schedule of relevant documents.

I will be in contact with you as your application is processed. In the meantime, if you have any questions in respect of this matter please contact me on [REDACTED]

Yours faithfully

[REDACTED]
PROJECT OFFICER

PROVISION OF A SCHEDULE OF DOCUMENTS

In respect to the provision of a Schedule of Documents:

- ☐ I require the provision of a Schedule of Documents; or
- ☐ I do not require the provision of a Schedule of Documents.

SIGNED:.....

DATED:.....

FILE NUMBER: RTI-10-060

34



Dedicated to a better Brisbane

RECEIVED
11 MAR 2011

BY:

10 March 2011

[REDACTED]
Cooper Grace Ward Lawyers
GPO Box 834
BRISBANE CITY QLD 4001

Dear [REDACTED]

Thank you for your further letter of 7 March 2011 seeking release of the MIKE11 Hydrodynamic model for the Brisbane River and Bremer River, reference AJW AJC3 10091926.

This further correspondence has been passed on to the appropriate area of Council, as a priority. A copy of this correspondence has also been added to your original file to reiterate the urgency of your request.

If you have any further Council enquiries, please visit www.brisbane.qld.gov.au or telephone our 24 hour Contact Centre on (07) 3403 8888.

Yours sincerely

[REDACTED]
Contact Centre Manager
Brisbane City Council

Ref: CO08995-2011

Brisbane City Council ABN 72 002 765 795

GPO Box 1434 Brisbane City Qld 4001
Ph: (07) 3403 8888
www.brisbane.qld.gov.au

35

Our Ref: AJW:AJC3 10091926
Your Ref: CO07475-2011

4 April 2011

[REDACTED]
Contact Centre Manager
Brisbane City Council
GPO Box 1434
BRISBANE QLD 4001

EXPRESS POST

Dear [REDACTED]

**Release of the MIKE11 Hydrodynamic model
Brisbane River and Bremer River**

We refer to our letters dated 23 February 2011 and 7 March 2011 and your letters dated 28 February 2011 and 10 March 2011.

Your letter dated 28 February 2011 provided that *"A Council officer will endeavour to provide a response within 20 working days, however, it is noted that you have requested urgent attention on this matter"*.

We note that more than 20 business days have now passed since our letter dated 23 February 2011.

We would, therefore, be grateful if you could urgently confirm whether Brisbane City Council will be able to provide us access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers and if so, when.

If you have any queries, please let us know.

Yours faithfully
COOPER GRACE WARD

[REDACTED]
Lawyer

T
F
E

[REDACTED]
Partner

AJW10091926 3776390v1



COOPER GRACE WARD
LAWYERS

Our Ref: AJW-AJC3 10091926
Your Ref: CO07475-2011

4 April 2011

[REDACTED]
Contact Centre Manager
Brisbane City Council
GPO Box 1434
BRISBANE QLD 4001

EXPRESS POST

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Brisbane 4000 Australia

GPO Box 834, Brisbane 4001

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www.cgw.com.au

ABN 95 591 906 639

Dear [REDACTED]

**Release of the MIKE11 Hydrodynamic model
Brisbane River and Bremer River**

We refer to our letters dated 23 February 2011 and 7 March 2011 and your letters dated 28 February 2011 and 10 March 2011.

Your letter dated 28 February 2011 provided that "A Council officer will endeavour to provide a response within 20 working days, however, it is noted that you have requested urgent attention on this matter".

We note that more than 20 business days have now passed since our letter dated 23 February 2011.

We would, therefore, be grateful if you could urgently confirm whether Brisbane City Council will be able to provide us access to the MIKE11 Hydrodynamic model of the Brisbane and Bremer Rivers and if so, when.

If you have any queries, please let us know.

Yours faithfully

COOPER GRACE WARD

Lawyer

T 61 7 3231 2444

F

E

Partner

AJW10091926 3776390v1



36

Your reference
Our reference
Contact Officer
Telephone

JET:AJC3 10091926
RTI-10-060
Louise Geoghegan
(07) 3810 6222

E-MAILED
13/4/11

RECEIVED
15 APR 2011



BY:

Ipswich City Council

Cooper Grace Ward Lawyers
Attention: [REDACTED]
GPO Box 834
BRISBANE QLD 4001

45 Roderick St
PO Box 191
Ipswich QLD 4305
Australia

Tel (07) 3810 6666
Fax (07) 3810 6731
Email council@ipswich.qld.gov.au
Web www.ipswich.qld.gov.au

By Email: [REDACTED]

13 April 2011

Dear [REDACTED]

Re: Application for access to Information under the *Right to Information Act 2009* (Qld) (RTI Act)

The purpose of this letter is to notify you of the decision I have made on your application dated 3 March 2011 seeking access to information under the RTI Act.

1. Decision

- I have decided to refuse you access to information under sections 47(3)(e) and 52(1)(a) of the *Right to Information Act 2009* (Qld) ("the RTI Act"), on the basis that the documentation sought is non-existent.

This decision was made on **13 April 2011** by Louise Geoghegan, Project Officer.

2. RTI application

In your application dated 3 March 2011 you sought access to documents relating to:

"MIKE 11 Hydrodynamic model of the Brisbane and Bremer Rivers extending from the mouth up to the Wivenhoe Dam wall."

After speaking with Mr Andrew Ward of your office, the type of documents being requested was confirmed as follows:

"Data files and report from the MIKE11 Hydrodynamic Model for the Ipswich area."

The date range you requested Council to search was *"December 2010 – February 2011."*

3. Background facts

On 23 February 2011, Ipswich City Council received a letter from Cooper Grace Ward Lawyers (addressed to Quentin Underwood, Senior Engineer) requesting the MIKE11 Hydrodynamic Model of the Brisbane and Bremer Rivers (including all files necessary to run the model) extending from the mouth up to the Wivenhoe Dam wall.

On 28 February 2011, I emailed [REDACTED] of your office (as the primary signatory on the original letter) with details of how to apply for available information under the RTI Act.

On 3 March 2011, Cooper Grace Ward Lawyers emailed me a completed RTI application form (original also received via express post). I then called Cooper Grace Ward Lawyers on 7 March 2011 and spoke with Mr Andrew Ward about the scope of the application. I advised that I had spoken with our Engineering Department who confirmed that the computer modelling system requested is software.

As software is not covered under the scope of the RTI Act (only documents are), I advised that it could not be considered under the RTI Act and Cooper Grace Ward would need to purchase a licence for the software direct from the provider. I advised that despite this, there may be data files and a report of findings from the program that the scope of the application could be narrowed to include instead. Mr Ward advised that he would take this back to the client for their consideration and would get back to me shortly with a response.

I heard back from Mr Ward on 9 March 2011, who confirmed that the client was in agreement to narrowing the scope of the application to data files and the report from the MIKE11 Hydrodynamic Model (within the date range originally stated).

4. Searches conducted

In responding to your access application, Council has conducted a comprehensive search of the following files, databases and/ or programs:

- Internal Network Files

The searches were conducted by officers in the Infrastructure Planning and Operations Branch of the Engineering Services Department. The Infrastructure Planning and Operations Branch was selected to undertake the searches as they are the branch responsible for the MIKE11 Hydrodynamic Model and documents pertaining to the model.

The searches located no documents within the scope of your application.

5. Information to which access is refused

As stated in paragraph 1 above, access to the information has been refused in accordance with sections 47(3)(e) and 52(1)(a) of the RTI Act.

Section 47(3)(e) of the RTI Act provides:

- (3) On an application, an agency may refuse access to a document of an agency ... -*
- (a) ...*
 - (b) ...*
 - (c) ...*
 - (d) ...*
 - (e) because the document is nonexistent or unlocatable under section 52*
 - (f) ...*

Section 52(1) of the RTI Act provides:

- (1) For section 47(3)(e), a document is nonexistent or unlocatable if -*
- (a) the agency or Minister dealing with the application for access is satisfied the document does not exist; or*
Example -
A document has not been created
 - (b) the agency or Minister dealing with the application for access is satisfied -*
 - (i) the document has been or should be in the agency's or Minister's possession; and*
 - (ii) all reasonable steps have been taken to find the document but the document cannot be found.**Examples -*
A document that has been lost
A document that has been disposed of under an authority given by the State Archivist

Section 28A of the repealed *Freedom of Information Act 1992* (Qld) ("the FOI Act") was similar in terms to sections 47(3)(e) and 52 of the RTI Act. The scope of section 28A(1) of the FOI Act was considered by the Information Commissioner in *PDE and the University of Queensland* (unreported, Decision 210632, 9 February 2009) ("*PDE*"). In this decision, the Information Commissioner, at paragraph 34, stated that section 28A covered two scenarios faced by agencies when dealing with access to information applications:

- (a) Where the document sought does not exist; and
- (b) Circumstances where a document sought exists (to the extent it has been or should be in the agency's possession) but cannot be located.

Paragraphs 37 and 38 of the Information Commissioner's decision in *PDE* state the factors that an agency must be cognisant of in order to be satisfied that a document or information does not exist:

'... it is necessary for the Minister or agency to rely on a number of key factors, including the Minister/agency's particular knowledge or experience with respect to the administrative arrangements of government, the agency structure, the Minister/agency's functions and responsibilities (particularly with respect to the legislation for which it has administrative responsibility and other legal obligations that fall to it), relevant administrative practices and procedures including but not exclusively information management approaches. The knowledge and experience required will vary from agency to agency, Minister to Minister and from one FOI application to another...

What follows is that neither an agency/Minister nor an external merits review body can be satisfied that a document does not exist through a process where an agency/Minister indiscriminately sends out search traces to particular locations in the agency/Office and relies on a nil response. There must be some reference to those key factors listed in paragraph 37 together with key factors within the FOI application or factors reasonably inferred from any other information supplied by the applicant. Those key factors will include the nature and age of the document sought and the nature of the government activity the FOI request relates to'.

Therefore, "being satisfied" that a document or information does not exist is an evaluative judgment based on the knowledge and experience of the agency and considered with the application for information which includes the nature of the application and the age of the information sought.

The question that must be asked is this: Are there reasonable grounds for Council to be satisfied that the requested documents do not exist?

With respect to this application for information, I am satisfied there are reasonable grounds for Council to be satisfied that the information sought does not exist.

In reaching the view that the information sought does not exist, I have made the following material findings of fact:

- (a) The MIKE11 Hydrodynamic Model has the capabilities to create and produce reports/documents;
- (b) The MIKE11 Hydrodynamic Model is not run on a regular basis, rather a needs basis; and
- (c) The document retrieval process undertaken with the Engineering Services Department revealed that no documents were created during the period of December 2010 – February 2011 from the MIKE11 Hydrodynamic Model.

My material findings of fact as outlined above are based on the following:

- (a) Advice from the Infrastructure Planning and Operations Branch of the Engineering Services Department in response to the Document Retrieval Request;
- (b) Sections 47(3)(e) and 52(1)(a) of the RTI Act; and

- (c) The decision of the Information Commissioner in *PDE and the University of Queensland* (unreported, Decision 210632, 9 February 2009).

6. Processing and access charges

There are no processing or access charges for this application.

7. Review rights

If you are not satisfied with this decision (or any part of it), you can apply for an internal review under section 80 of the Act. An application for internal review must be made to this agency within **20 business days from the date of the written notice of the decision** under section 82(c) of the Act. Your application can be lodged in person, by post, fax or email to Council's office:

In Person: Customer Service Centre, 143 Brisbane Street (Top of the Mall), Ipswich; or
By Post: PO Box 191, Ipswich Qld 4305; or
By Facsimile: 07 3202 1389; or
By Email: council@ipswich.qld.gov.au

The internal review will be undertaken by an officer more senior to the original decision maker. The internal reviewer is required to remake the decision with fresh eyes.

You are encouraged to exercise your internal review rights. It gives us the opportunity of improving our services. Using the internal review option gives Council an opportunity to consider additional evidence or information that is raised in an internal review application and conduct any necessary further searches. In many cases, this results in the location of further relevant documents.

However, you do not have to request an internal review to apply for an external review by the independent Information Commissioner. You may apply for an external review by the Information Commissioner under section 85 of the Act.

External reviews may take 4-5 months to complete. An external review application must be made to the Information Commissioner within **20 business days from the date of the written notice of the decision** under section 88(d) of the Act.

Your application can be lodged with the Information Commissioner in one of the following ways:

In person: Level 8, 160 Mary St, Brisbane; or
Post: PO Box 10143, Adelaide Street, Brisbane, Qld 4000; or
Fax: 07 3405 1122; or
Email: administration@oic.qld.gov.au; or
Online: <http://www.oic.qld.gov.au/external-review/application-external-review>

Should you have any questions regarding this decision, please do not hesitate to contact me directly on [REDACTED]

Yours faithfully

[REDACTED]

PROJECT OFFICER

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[REDACTED]

From: Right to Information [RightToInformation@ipswich.qld.gov.au]
Sent: Monday, 18 April 2011 3:31 PM
To: [REDACTED]
Cc: Right to Information
Subject: Right to Information request for terrain documentation from Ipswich City Council
Attachments: Cooper Grace Ward - Request for Application Form and Application Fee - 18 April 2011.pdf; RTI and IP Application Form.pdf

Good afternoon [REDACTED]

As per our phone conversation on 15 April 2011, please find **attached** our letter outlining the process to apply for terrain documentation under the *Right to Information Act 2009* (Qld) ("the RTI Act"). I have also attached the official RTI application form outlined in the letter.

Should you have any questions regarding the attached, please do not hesitate to contact me.

Kind regards

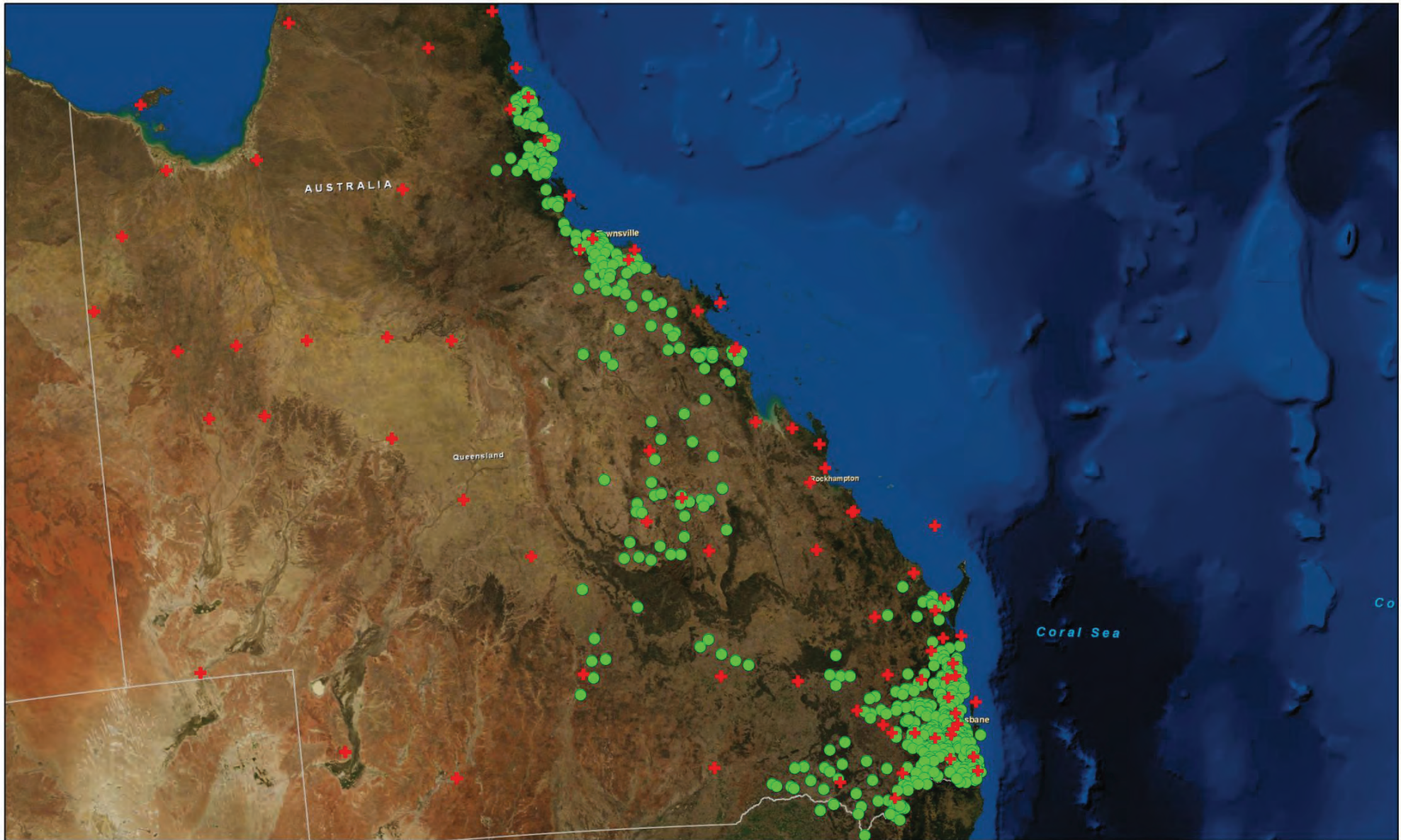
[REDACTED] Project Officer - Corporate Governance
Finance and Corporate Governance Branch
IPSWICH CITY COUNCIL
PO Box 191 Ipswich Queensland 4305 Australia
T| [REDACTED]
E| [REDACTED]
W| www.ipswich.qld.gov.au

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Exhibit 8



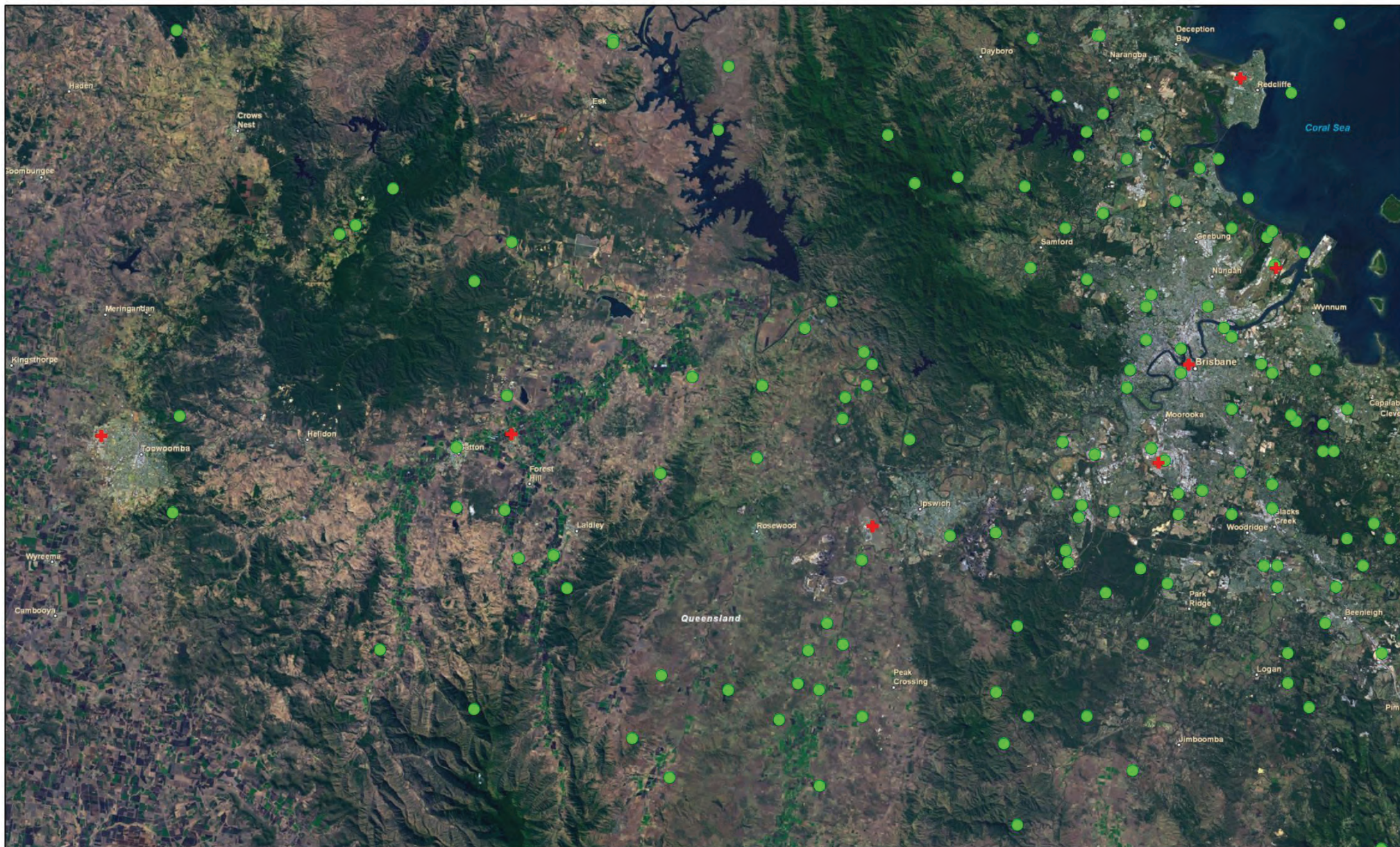
+	BOM AWS Locations (18 Jan 2011)	
●	ICA Data Provision (11 Feb 2011)	

Data Type	Received	No. of Stations
BOM AWS Stations	18-Jan-11	88
ICA Data Provision	11-Feb-11	729

Queensland Gauge Locations

0 50 100 200 300 400 Kilometers





- + BOM AWS Locations (18 Jan 2011)
- ICA Data Provision (11 Feb 2011)



SE QLD Gauge Locations

0 2.5 5 10 15 20
Kilometers

