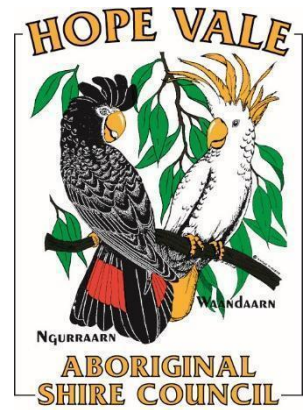


DIRECTOR OF OPERATIONS

OPERATIONS REPORT

August 2025 Council Meeting

Dated 27th August 2025



Executive Summary – Operations Report | August 2025

This report provides an overview of the key operational activities, infrastructure updates, and service delivery matters across Council for the month of July 2025. It informs Council on status of Essential Services, Environmental Management, Open Spaces, Cleaning Services, Work Health and Safety, and General Matters. The updates on Building and Construction and Civil Construction are included in the Finance Report.

Key Highlights:

- **Water Operations:** Routine water testing was undertaken in accordance with Council's Drinking Water Quality Management Plan. The test results were compliant with the Australian Drinking Water Guidelines and the *Water Supply (Safety and Reliability) Act 2008 Qld*. Water usage trends remain stable. Few, mostly minor leaks were attended to, the frequency of leaks remains steady.
- **Sewage Operations:** The sewage treatment plant met operational requirements in the Permit issued under the *Environmental Protection Act 1914 Qld*. There have been no operational issues with the sewage reticulation system.
- **Environmental Health:** The implementation of the 2024–2029 Environmental Health Plan has commenced. A trainee Environmental Health Worker has been appointed, training support is being provided by Queensland Health.
- **Wandering Horses:** Procurement is underway for materials and installation of fence for the Council holding area where the horses will be lured with molasses. They will then be transferred to the provider's property for transportation to Mareeba for sale under the formal agreement with Council.
- **Building, Construction and Civil Works:** Update is included in the Financial Report.
- **Open Spaces & Waste:** Weekly bin collection continues with minimal complaints. Recruitment of two staff to fill current vacancies is in progress.
- **Cleaning Services:** The internal team is performing well. Recruitment has commenced for support staff to cover absences.
- **Mechanical Workshop:** Two submissions for mechanical workshop services were received. One local provider remains following withdrawal of a shortlisted supplier. Assessment of the remaining submission is currently underway and a report with recommendation will be referred to the CEO.

Item 1: Essential Services

Item 1.1 – Water Treatment Plant

Daily testing for pH, free chlorine and turbidity at all test points are compliant with Australian Drinking Water Guidelines.

July Test Results (Averages):

Parameter	April Average	Acceptable Range
pH (Post Reservoir)	7.34	6.5 to 8.5
Turbidity (NTU)	1.47 NTU	0 to 5 NTU
Free Chlorine	0.83 mg/L	0.2 to 5.0 mg/L

Microbiological test results for Coliforms and E. coli were within acceptable thresholds.

Water Connections:

Total of 356 (1 tap per main connection for new plug in properties). The total number remains unchanged.

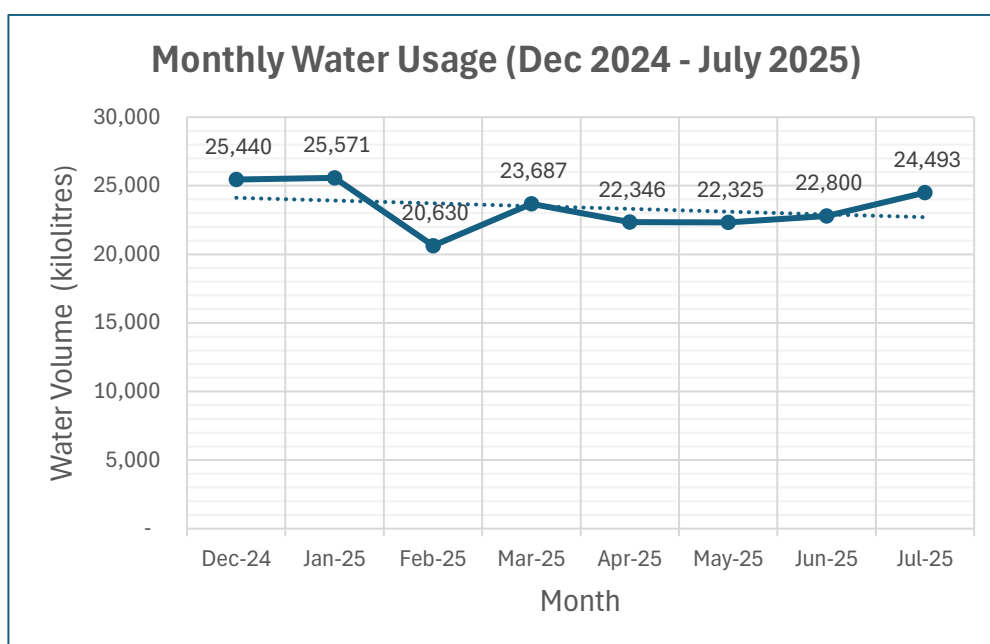
Water Consumption:

Water consumption reported here is based on the inflow meter at the reservoirs. Total monthly volume are reported below:

- Water Volume July 2025: 24,493 kilolitres
- Water Volume June 2025: 22,800 kilolitres
- Water Volume May 2025: 22,325 kilolitres
- Water Volume April 2025: 22,346 kilolitres
- Water Volume March 2025: 23,687 kilolitres
- Water Volume February 2025: 20,630 kilolitres
- Water Volume January 2025: 25,571 kilolitres
- Water Volume December 2024: 25,440 Kilolitres

Daily water usage figures are reported below:

- Daily Water Usage July 2025: 771 kilolitres
- Daily Water Usage June 2025: 760 kilolitres
- Daily Water Usage May 2025: 720 kilolitres
- Daily Water Usage April 2025: 744 kilolitres
- Daily Water Usage March 2025: 764 kilolitres
- Daily Water Usage February 2025: 736 kilolitres
- Daily Water Usage January 2024: 824 kilolitres
- Daily Water Usage December 2024: 820 kilolitres



Comment:

Water usage during July 2025 increased to 24,493 kilolitres, up from 22,800 kilolitres in June. The average daily consumption for July 2025 was 771 kilolitres, up from 760 kilolitres in June 2025. Council continues to observe seasonal fluctuations in consumption, overall, the trend remains consistent.

Item 1.2 – Sewage Treatment Plant

The curtain in the primary pond requires either repairs or replacement. Further investigation is required to determine the works required.

Fencing around the sewage treatment and sludge ponds require renewal. Investigation currently being undertaken to determine the works required.

The flow meter at the effluent outflow to Everlina Creek is not working. The quality of effluent is being monitored, and the results are compliant with reporting requirements under the operation license. A report is currently being prepared for the CEO.

Item 1.3 – Rainfall

The total rainfall for July was 2mm (recorded at the Water Treatment plant).

Item 1.4 – Incident Reporting/Water Leaks/Sewer Blocks

- Water main leaks: 1
- Minor water leaks (main to meter): 4, long term trend of 4-5 leaks per month.
- Leaks to Council services: nil
- Sewer Blockages: nil
- Complaints relating to water quality: nil

Council has been advised that turbidity levels at the WTP entry point need to be reduced below 1.0 NTU. In consultation with local operators, possible remedial action options include dragging the lines and running a pig through the system to remove any sediment or organic buildup. CCTV camera inspections of the pipelines is an option which would also inform future asset condition reporting. A report is currently being prepared for the CEO.

Item 2 – Environmental Management

Hope Vale Environmental Health Management Plan 2024–2029

Following the adoption of the Hope Vale Environmental Health Management Plan 2024–2029, Council has engaged a trainee Environmental Health Worker who is receiving Queensland Health-supported training. Opportunities for mentoring and secondment with another Council will be considered to develop capacity.

Wandering Horse Management

Following the adoption of the Wandering Horse Management Plan, its implementation is now to address community safety, animal welfare, and amenity impacts associated with free-roaming horses in and around Hope Vale.

Progress to Date:

- A formal service agreement is now in place with a third-party provider for the containment, relocation, and regulated sale of unclaimed horses.
- Under the agreement, horses are being relocated to Mareeba saleyards for lawful sale. This aligns with animal welfare and biosecurity obligations.
- The program currently targets up to 100 horses, based on observed roaming patterns and assessed public risk.
- Procurement is underway for materials and installation of fence for the Council holding area where the horses will be lured with molasses. The horses will then be transferred to the contractor's property for transportation to Mareeba.

Item 3: Open Spaces

The Open Spaces team continues to deliver critical township maintenance and presentation services. Additional bins have been supplied to augment the once-a-week kerbside bin collection cycle.

Wednesdays: Millars Estate and farms; Thursday: the rest of the community. Recruitment is underway to fill a vacancy due to a resignation. Council has enlisted the services of a provider to maintain plant and equipment, this has resulted in improvement in plant utilisation and enhancement of hazard reduction through regular mowing and vegetation control.

Item 4: Cleaning Services

Council's Cleaning Services Unit continues to deliver essential cleaning across Council-owned buildings and community facilities. The current team of two cleaning staff is performing well, has maintained a high standard of service.

Item 5: Workplace Health & Safety (WH&S)

The search for a new WH&S Advisor who will provide oversight of workplace safety, risk management, and compliance monitoring is still ongoing.

Item 6: Building & Construction

Refer to the Finance Report

Item 7: Civil Construction

Refer to the Finance Report