

OPERATIONS MANAGER

COUNCIL REPORT

October 2024 Council Meeting



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 for July 2024.

1.1 Water Treatment Plant – Daily Testing

- Daily testing of pH, free chlorine, and turbidity at all points in September 2024 met Australian Drinking Water Guidelines.

September Test Results (Averages):

Parameter	September Average	Acceptable Range
pH (Post Reservoir)	7.4	6.5 to 8.5
Turbidity (NTU)	1.6 NTU	0 to 5 NTU
Free Chlorine	0.90 mg/L	0.5 to 5.0 mg/L

- **Water Connections:** 356 total (1 tap per main connection for new Plug in Properties). Hence total number remains unchanged
- **Water Volume (September 2024):** 23,845 kilolitres
Versus Last Month August being 20,114 kilolitres
- **Daily Water Usage (September 2024):** 794 kilolitres
Versus Last Month August being 648 kilolitres

Note a marked increase in water consumption from previous reporting periods as we head into the warmer months.

In-house microbiological test results of water for detection of Coliforms/E-Coli were all compliant with Australian Drinking Water Guidelines for the reporting periods.

1.2 New Bore update [SNAPSHOT]

- Operational as of 14 October 2024 - Located in the Water Treatment Plant zone.
- Final approval was received from the water regulator on Friday 11/October/2024 to connect the new Bore to HVASC's reticulated supply
- New bore producing 16L/sec into the system
- Allowing 24L/Sec total supply, with new bore plus 2 existing smaller bores.

SPECIAL NOTE – This is an extremely important statistic as this is the first time in known history, during high demand periods we are producing more water than is being demanded in this important build up timeframe to the wet season, when water demand is the highest. Meaning with this new bore coming on-line we are able to produce more water than demand is currently dictating.

SPECIAL NOTE - We also continued testing at the head of the new bore daily. The new bore is located within the Water Treatment Plant and has been on hold until we satisfied the Water Supply Regulator and Department of Tropical Health testing requirements. Some excellent news to report as stated above that as of Friday 11/10/24 the new bore has now been given approval to connect to our town water reticulated supply via the Water Treatment Plant. Further, as of Monday 14/10/24 our local water officers have turned on the bore which is now flowing into our water system for much needed supply.

This new bore will increase the town's capacity to meet water demand requirements for Hope Vale's immediate short to medium term future.

1.3 Incident Reporting / Water Leaks:

Incidents of main water leak since last reporting period increased significantly. During this period three major burst main lines and associated connections occurred resulted in major losses of water. Below is a summary of those water losses.

- **Water Main Leaks / 3 in Total:**

- Location: Pearson Bore Water zone - Main Line Pearson Bore Field
- Date: 5/10/2024
- Action: Section replaced the same day by operators
- Location: Pearson Bore Water zone – 50mm Branch connection – Near Bore 8
- Date: 9/10/2024
- Action: Section replaced the same day by operators
- Location: Pearson Bore Water zone - Main to Metre 40mm connection – Near Alice Walker
- Date: 14/10/2024
- Action: Section replaced the same day by operators

Frequency since last reporting period has doubled. These events are random in, with no real option on fault finding until they're known.

However, it should be noted we do have an ageing system, and these incidences are likely to continue or even become more frequent. An asset management plan is being developed, which will make note of the need to inspect and upgrade the system over time.

Item 2: Animal Management

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Item 2.1 – Horse Management Plan

Recent community meetings established that the timeline for rounding up of wandering horses was too short. Council is considering best timeframes which work with external groups and don't interfere with Christmas shutdown periods. It is most likely that this roundup will be delayed until end of January 2025.

Further meetings with all key stakeholders is now planned for later in October whereby representatives from several government departments, including Queensland Department of Agriculture and Fisheries (Biosecurity), Queensland Health, and Queensland Police Service, will attend to contribute to the second stage of the consultation. Key dates will be provided once this next round of consultation is finalised and further information become available.

Item 2.2 – Animal Control Officer – Animal Census

The recent Animal Census for dogs and cats is due to be finalised by Friday 18 October 2024. The last Census was undertaken in June 2022. Queensland Health is providing assistance with the information gathering. The Animal Census will provide vital information to Council, such as, the number of animals and owner details, and the number of abandoned animals. It will also give data on what animals would require veterinary treatments.

Results of Census information will be supplied once finalised.

Item 2.3 - Veterinary Community Visit – November 2024

The next Vet visit is scheduled for November 2024. This will be after the Animal Census that will have been completed in October 2024.

The outcome of the Census will be the collection of, and access to useful data for the Council Animal Control Officer and the Vet on animal health and any required medical treatments.

In the next visit, the Vet will be providing veterinary services, including the following: desexing, vaccinations, medications for flea, tick and worming, mange, and microchipping.

Item 2.4 - Veterinary Services – Proposed January 2025 Visit

Council has been discussing with the Vet its community visit scheduling for a period of three days during the newly recommended horse impoundment period in January 2025. This is due to the Vet being unavailable in the month of December 2024.

Council would be commencing the impounding of the horses as part of the Horse Management Plan. It will be beneficial for the community and the Council to have the vet in the community in case of need for one of the impound horses.

The vet will be providing the usual veterinary services on the above dates, which includes the following: desexing, vaccinations, medications for flea, tick and worming, mange, and microchipping.

The Vet will be utilising Council's Animal Control facilities and the impound areas.

Item 3: Open Spaces

Item 3.1 - Open Spaces Operations

The Open Spaces Unit is responsible for the beautification of the town and weekly refuse collection.

The Open Space Unit helps with tasks for the Council Animal Control Officer in removing animals from the township and roads.

The Open Spaces current schedule is as follows:

- Monday: Mowing, whipper snipping and picking up rubbish at the Church and Cemetery. Rubbish collection for the Community township;
- Tuesday: Mowing and whipper snipping the Day Care and Kindergarten;
- Wednesday: Mowing, and whipper snipping the Everlina Plaza courtyard. Rubbish collection at rural farms and Millers Estate;
- Thursday: Mowing and whipper snipping throughout the Community. Rubbish collection for the Community township;
- Friday: Servicing Open Spaces equipment, machinery and refuel all plant. Fixing or replacement of wheelie bins in the community.

It has been recently proposed to reduce the number of bin collection days of the main township from two to one. Circulars have been drafted for council to review. This is being considered because of the large area being covered and the size of the Parks workforce to carry out the works, which is planned to increase with applications now closed for two new full time job offers proposed in this department.

Copy of Circular for discussion:

NEWS RELEASE: Changes to Rubbish Collection Schedule for Town Households

Effective Date - TBA

The Council has reviewed its waste management services and made the difficult decision to reduce the rubbish collection days for town households from two days a week to one day a week, on a trial basis starting on TBA. Block holders will not be affected and will continue with their current weekly collection schedule.

Why this change?

The decision comes after a detailed review of the growing operational challenges faced in providing multiple weekly collections across a large and diverse area. The sheer size and distance we cover have made it increasingly difficult to maintain a three-day collection service for town and block holder households.

This move is aimed at ensuring that our services remain efficient and sustainable in the long term, allowing us to maintain a high standard of waste management and still maintain the various parks and open green space areas across the region.

Are there alternatives?

We encourage residents to make the most of the local dump facilities. These facilities remain fully operational for bulkier or larger waste items that may not fit in the regular wheelie bin service. Where possible, it is preferable for residents to drop off bulky items directly at the dump to avoid overfilling bins and ensure proper disposal.

Additional wheelie bins may be provided to households who require them. Council will continue working with the community to provide education on waste reduction practices. In the coming weeks, we will be rolling out a campaign aimed at helping residents reduce household waste and make the most out of waste management programs.

This decision has been carefully considered, but we understand it may impact some residents more than others. We are committed to listening to the community and invite residents to share their concerns or suggestions with us. Council values your input and will continue to evaluate ways to better serve everyone's needs in this evolving situation.

We are confident this change will help create a more sustainable, efficient service, while ensuring we continue to meet the growing needs of the community.

Council remains fully committed to maintaining the highest standards of public health and safety. To ensure this change does not negatively affect the community, we will be implementing additional safety measures and providing guidance on waste management practices, including how to safely store waste between collection days.

We are confident this change will help create a more sustainable, efficient service, while ensuring we continue to meet the growing needs of the community.

Have Questions?

For any questions or concerns, please contact Council's Team on (phone number) or email (email address). Community members are also encouraged to visit our website or speak with your local councillors for more information and updates.

End of Draft.....

If adopted by Council this reduction in bin collection will allow the Parks crew to increase its efforts to best utilise new plant and equipment to focus on beautification of the township which is an ongoing and timely activity, especially in the lead up to storm season in coming months.

New Assets – Council is due to receive three new purchases for the use in Parks / Open Spaces in the month of November being:

- 2 * Kubota F3690 ROPS OutFront Mower
- .Kubota M9540 Dual Speed Tractor with slashing & side mulching accessories

Training is planned for Thursday 17/10/24 with members of Kubota Cairns coming to Hopevale to provide full training of the new plant and equipment for members of the Open Space Team.

New HR Applications:

Council has also advertised for two new full-time members of the Open Spaces team with applications now closed and interviews planned for week of 14/10/24.

Item 4: Cleaning Services

Item 4.1 – Cleaning Services Operations

The Cleaning Services Unit is responsible for providing cleaning services to Council properties and facilities. The Unit comprises of a supervisor and two staff and are employed Monday through to Thursday per week. Council is in the process of employing another cleaner to help with cleaning several Council facilities that are not getting cleaned on a regular basis.

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

Item 5.1 - Recruitment of WH&S Consultant

Council's new WH&S consultant has been spending one week a month in Hopevale considering our policies, procedures and identifying key risk areas.

The consultant will be extending his examination of Council's Primary risk areas being the Building Department in his current visit. Initial points of investigation will be subcontractors working on the Building Department and identifying issues around licenses and insurances and machinery and truck tickets for all our operators..

The WH&S consultant commenced with Council on Monday 22 July 2024 and is currently in Hope Vale.

Recommendation

That Council:

- A. Note and accept this Report.