CLONCURRY SHIRE COUNCIL
DWQMP ANNUAL REPORT
2024 – 2025 FINANCIAL YEAR
Drinking Water Service Provider ID - 36

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Table of Contents

Introduction

This Annual Report outlines Cloncurry Shire Council's compliance with its approved Drinking Water Quality Management Plan (DWQMP) for the 2024–2025 financial year. It demonstrates adherence to regulatory requirements and provides transparency on Council's performance in managing drinking water quality. This forms an integral part of Council's continual commitment to the supply of safe and reliable drinking water.

The report includes:

- The actions that Council has taken to implement the DWQMP
- The outcomes of any review of the DWQMP in the financial year and how Council is addressing matters raised in the review.
- The outcomes of any audit of the DWQMP in the financial year and a summary of its findings and any recommendations.
- Details of any water quality incidents that be provided to the regulator under sections 102 (notice of noncompliance with water quality criteria) and 102A (notice of prescribed incidents) in the financial year .
- Details of compliance with water quality criteria.
- Details of any water quality complaints received.

This report will be publicly available on the Council's website and at the Cloncurry Council office.

Summary of Schemes Operated

Cloncurry Shire Council (CSC) is classified as a medium Drinking Water Service Provider under the Water Supply (Safety and Reliability) Act 2008. The Shire spans 47,971 km^2 and has a population of approximately 3,644, comprising the towns of Cloncurry, Dajarra, Kajabbi, and Malbon, with Cloncurry as the administrative centre.

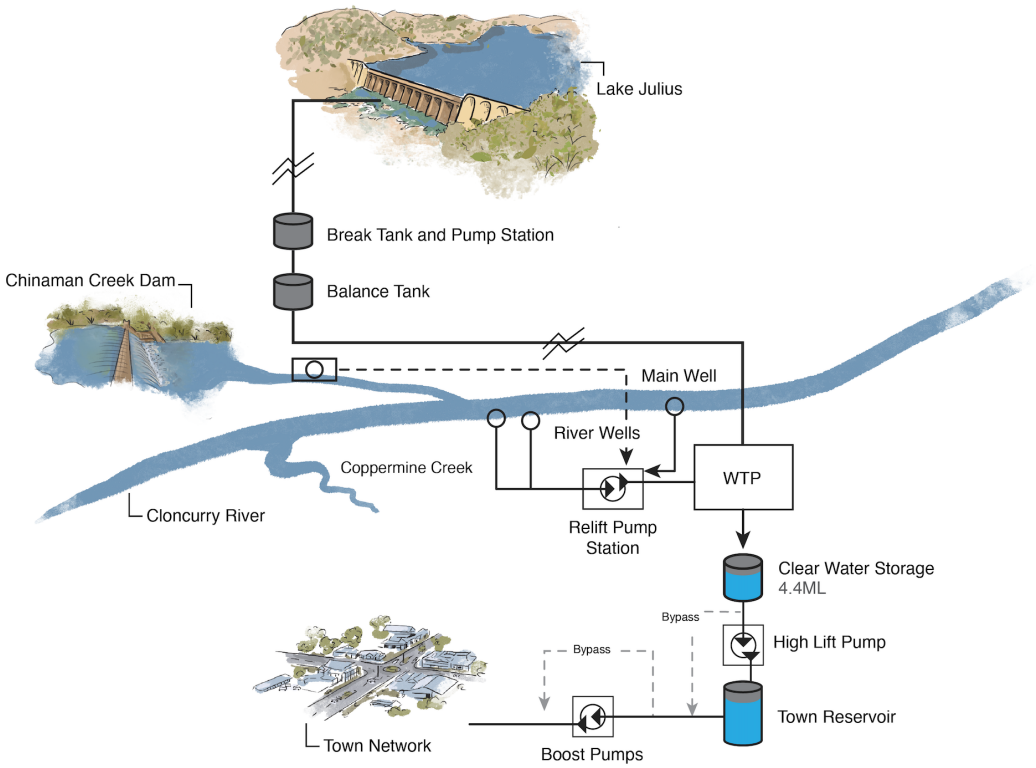
CSC supplies potable water to Cloncurry and Dajarra. Cloncurry sources water primarily from Lake Julius Dam and the Cloncurry River via a river well system and four sub-artesian bores. Dajarra relies entirely on sub-artesian bores. Formerly a non-potable scheme, Dajarra transitioned to potable supply in 2022 to improve service standards.

As these sources do not meet Australian Drinking Water Guidelines (ADWG), treatment is required before distribution. Cloncurry utilises a conventional water treatment plant, while Dajarra employs an ultra-filtration (UF) process. Table 1 summarises both schemes. Figure 1 shows the overall treatment schematic for the Cloncurry scheme

Table 1: Summary of Schemes

Scheme Name	Water Source	Treatment	Current 2024-2025		
			Population	Connections	Average Daily Demand
Cloncurry	Lake Julius, Cloncurry River	Conventional Treatment – Coagulation, Sedimentation, filtration, sodium hypochlorite and electro chlorination disinfection, and potassium permanganate for iron and manganese removal	3,167 (2021 Census data)	1400	3.6 ML/day
Dajarra	Sub-Artesian Bores	Ultra Filtration (UF) – Media, and Nanofiltration. Disinfection with Sodium Hypochlorite	186 (2021 Census, normal population closer to 100	72	120 kL/day
Kajabbi	Non-potable scheme		20 estimated – no census data	Not applicable	
Malbon	Non-potable scheme		10 estimated – no census		

Figure 1: Cloncurry Treatment Schematic



DWQMP Implementation

CSC's DWQMP provides a structured framework for managing Cloncurry and Dajarra water supply systems to ensure safe drinking water.

In December 2024 the DWQMP was externally audited with the actions from the audit captured into an updated Risk Management Improvement Program (RMIP).

Table 2 shows the 2024-2025 RMIP along with all actions that were being undertaken to date.

In the second half of the financial year, CSC aligned its drinking water audit frequency with other neighbouring Councils and began preparation for another external audit that was completed in September 2025. The findings of that audit resulted in further updates to the RMIP which will be reported in 2025-2026 Annual Report.

Table 2 Cloncurry RMIP

Reference	Hazard Description	Improvement Action	Responsibility	Priority	Target Date	Comments
DWQMP Audit	Operational and verification monitoring data gaps and inconsistent records	• Daily turbidity and manganese measurement at Critical Control Points (CCPs). • Streamlined data entry/storage (move toward SWIM Local). • Supervisor-led regular data review; use conditional formatting to flag exceedances. • Develop and implement a formal data-checking procedure	Operations and management team.	High	June 2026	CCPs are being monitored Data integration into SWIM Local is underway. Conditional formatting of the operational water quality data has been set up to help operators flag exceedances. Data checking and other Quality Assurance (QA) procedures in progress
DWQMP Audit	Staff resourcing, training and oversight	• Update risk assessment to reflect staffing issues. • Provide ongoing DWQMP-specific training and onboarding processes. • Engage external support (BOYD ENV, PMD Process Controls to assist in training and implementation • Regular toolbox meetings and monthly DWQMP reviews.	Operations and management team	High	June 2026	A new risk assessment workshop has been planned for delivery in early 2026.
DWQMP Audit	SCADA system and operational control non-compliances	• Review/adjust SCADA set points and alarms to meet DWQMP CCP limits. • Restrict set-point changes to authorised staff. • Improve documentation of daily inspections. • Progress overdue SCADA upgrades.	Operations and management team	High	June 2026	Planning has begun on SCADA upgrades and new operational documentation is being developed.
DWQMP Audit	Missing or outdated Operational & Maintenance (O&M) Procedures	• Review and update all O&M procedures. • Implement jar testing and maintain records. • Create a comprehensive calibration procedure. • Retrain staff on sampling and handling protocols.	Operations and management team	High	June 2026	Review of all relevant procedures is being undertaken. A Jar Test procedure has been developed and training provided.

						Calibration records are being developed and will be stored centrally in SWIM Local. A water sampling SOP is being developed
DWQMP Audit	Event and incident reporting deficiencies	• Conduct CCP and incident reporting training. • Reinforce awareness of DWQMP incident and event reporting obligations with staff	Operations and management team	High	June 2026	**Item completed** CCP training conducted with treatment operations staff.
DWQMP Audit	DWQMP verification monitoring plan compliance issues	• Reinstate free chlorine reticulation sampling; Review the need for unnecessary testing (e.g., Legionella). • Ensure full compliance with DWQMP approval conditions. • Regularly review and update the Improvement Plan.	Operations and management team	High	June 2026	Free chorine reticulation sampling has been reinstated. A new risk assessment workshop has been scheduled for early 2026 which will review the verification monitoring requirements and modify if required to the identified risks.
DWQMP Audit	Dajarra scheme operational gaps	• Weekly CSC operator visits and ongoing WTP training for onsite staff at Dajarra WTP. • Review ongoing specialist support from OSMOFLO and start planning for in-house operations. • Updated SOPs and additional training.	Operations and management team	High	June 2026	WTP operators attend site every week. Have commenced the planning to bring operations of Dajarra back in-house
DWQMP Audit	Improve record management and documentation	• Monthly upload of all water quality data to InfoXpert. • Transition fully to SWIM Local from July 2025. • Document annual review outcomes more comprehensively.	Operations and management team	Medium	June 2026	Have commenced transition to SWIM Local with assistance from the Queensland Water Directorate
Other – planning	Water Treatment Plant performance and long term planning	• Engage water treatment specialist to review chemical selections and optimise dosing, and training of WTP operators. • Engage Queensland Water Directorate to assist in long term planning of renewals and upgrades.	Management Team	Medium	June 2026	**Item Completed** Engaged Boyd ENV for assistance with the WTP and DWQMP. QWD engaged to produce an upgrade WTP concept design for inclusion in funding applications.
Carryover 2023-2024 RMIP	Pump failure of North West Pipeline (Lake Julius supply) The Julius lake pumps are not connected to CSC's generator, no backup supply, in case of outage, WTP could lose its raw water supply.	• Once Cloncurry Main Wells Project has been completed, Lake Julius will be • ONLY used as a backup source, this risk would be eliminate	Engineering Team, operation Team, other Departments and Council Management	Low	June 2026	Lake Julius will be used as main source. Undertake a review of redundancy with water sources.
Carryover 2023-2024 RMIP	Existence of AC pipes in the reticulation system across whole town	• Investigations will be undertaken to determine the extent of the AC pipes, their condition and Council's risk. The supply mains have been augmented on a number of occasions and that, at least some of these mains will be of different ages (and possibly different materials).	Engineering Team, operation Team, other Departments and Council Management	High	June 2026	Ongoing, item carried over to 2026. Requires engagement with specialist consultant to investigate and assist with grant application.

Water Quality Monitoring Summary – Compliance with Quality Criteria

Council conducts both routine operational monitoring and external verification monitoring for the Cloncurry and Dajarra water schemes to ensure compliance with performance standards and the Australian Drinking Water Guidelines (ADWG). Operational monitoring is conducted by the Cloncurry WTP Operators and verification samples are collected and then sent by courier to be analysed by Queensland Health laboratories in Brisbane. Table 3 shows the type of parameters that are tested in the operation and verification monitoring plans along with the Australian Drinking Water Guidelines (ADWG) health and aesthetic based guideline values.

Table 3

Operational Monitoring Parameters	**Units**	**ADWG Guideline Values V.4 2025**	
		Health	**Aesthetic**
Turbidity	Nephelometric Turbidity Unit (NTU)		5
pH	pH Unit		6.5-8.5
True Colour	True Colour Unit (TCU)		15
Electrical Conductivity (EC)	uS/cm		
Iron	mg/L		0.3
Manganese	mg/L	0.1	0.05
Verification Monitoring Parameters	**Units**	**Health**	**Aesthetic**
pH	pH Unit		6.5-8.5
Electrical Conductivity (EC)	uS/cm		
Total Hardness	mg/L		200
Silica	mg/L		80
Total Dissolved Solids (TDS)	mg/L		600
True Colour	Hazen Unit (HU)		15
Sodium	mg/L		180
Potassium	mg/L		
Calcium	mg/L		
Magnesium	mg/L		
Bicarbonate	mg/L		
Carbonate	mg/L		
Hydroxide	mg/L		
Chloride	mg/L		250
Fluoride	mg/L	1.5	
Nitrate	mg/L	50	
Sulphate	mg/L		250
Iron	mg/L		0.3
Manganese	mg/L	0.1	0.05
Zinc	mg/L		3
Aluminium	mg/L		0.2
Boron	mg/L	4	
Copper	mg/L	2	1
Uranium	mg/L	0.02	
Trihalomethanes (THMs)	µg/L	250	

Table 4, 5, 6 and 7 have the summary of the Cloncurry and Dajarra operational and verification monitoring results.

Table 4: Cloncurry Operational Monitoring Results

Parameter	Unit	No. of Sample Required	No.of samples collected	Max Value	Mean Value	Min Value	Standard Deviation	95th Percentile	Number of Health Exceedances	Number of Aesthetic Exceedances	Comments
Cloncurry WTP Operational Monitoring Raw Water (calculated from Table 24 of the DWQMP at 3 sample points mixed, rapid mixed tank, pre-filter)											
Turbidity	NTU	1095	1059	620	6.84	0.08	20.3	19.7		480	
True Colour	TCU	730	593	210	6	0	15.5	24		52	
pH	pH	365	355	8.5	7.3	5.9	0.3	7.85		5	
Soluble Iron	mg/L	730	611	2.58	0.18	0	0.35	1.06		71	
Soluble Manganese	mg/L	730	614	1.9	0.48	0	0.50	1.38	234	393	
Conductivity	µS/cm	1095	1060	974	362	233	142	644			
Cloncurry WTP Operational Monitoring Treated Process Water (calculated from Table 24 of the DWQMP at 5 sample points Filters 1-3) Clear Water Tank, Town Water Reservoir											
Free Chlorine	mg/L	730	712	3.65	1.7	0.0	0.87	2.56			
True Colour	TCU	730	604	71	0.7	0	3.9	4		4	
Conductivity	µS/cm	730	708	540	311	145	84	448			
Total Iron	mg/L	730	711	1.98	0.02	0	0.085	0.05		2	
Total Manganese	mg/L	1825	1173	1.1	0.03	0	0.08	0.1	8	62	
pH	pH	1825	1442	8.6	7.4	6.3	0.4	7.9		14	
Turbidity	NTU	1825	1407	7.24	0.35	0	0.37	0.73		2	There is online turbidity measurements on Filters 1-3
Cloncurry Operational Monitoring Distribution System Table 25 of the DWQMP											
pH	pH	260									No sample records
Turbidity	NTU	260									No sample records

Table 5 Cloncurry Operational Monitoring Results

Parameter	Unit	No. of Sample Required	No.of samples collected	Max Value	Mean Value	Min Value	Standard Deviation	95th Percentile	Number of Health Exceedances	Number of Aesthetic Exceedances	Comments
Cloncurry Source Water Verification Monitoring Table 28 of the DWQMP											
pH	pH	4	2	7.7	7.4	7.1	0.4	7.7			
Total Hardness	mg/L	4	4	133	92.3	62	36	128			
Silica	mg/L	4	3	20	15.5	11	6.4	19.5			
Total Dissolved Solids	mg/L	4	3	260	190	120	99	253			
True Colour	HU	4	3	<8	<8	<8					
Turbidity	NTU	4	3	<1	<1	<1					
Sodium	mg/L	4	3	44	30.5	17	19.09	42.7			
Potassium	mg/L	4	3	4.7	4.5	4.3	0.3	4.7			
Calcium	mg/L	4	4	36	24.3	16	10.4	34.5			
Magnesium	mg/L	4	4	10	7.6	5.5	2.26	9.7			
Bicarbonate	mg/L	4	3	203	152	101	72.1	197.9			
Carbonate	mg/L	4	3	0.6	0.35	0.1	0.4	0.6			
Hydroxide	mg/L	4	3	0	0	0	0	0			
Chloride	mg/L	4	3	27	20.5	14	9.2	26.4			
Fluoride	mg/L	4	3	0.23	0.2	0.17	0.04	0.2			
Nitrate	mg/L	4	3	0.77	0.735	0.7	0.04	0.8			
Sulphate	mg/L	4	3	15	8.6	2.2	9.1	14.4			
Iron	mg/L	4	3	0.02	0.01	0	0.01	0.02			
Manganese	mg/L	4	3	0.005	0.0025	0	0.003	0.005			
Zinc	mg/L	4	3	0	0	0	0	0			
Aluminium	mg/L	4	3	0	0	0	0	0			
Boron	mg/L	4	3	0.03	0.025	0.02	0.007071	0.03			
Copper	mg/L	4	3	0.005	0.0025	0	0.0035	0.005			
Uranium	mg/L	4	1	<0.001	<0.001	<0.001	<0.001	<0.001			
Gross Alpha	Bq/L	4									No sample records
Gross Beta	Bq/L	4									No sample records
Cloncurry Distribution Verification Monitoring Table 29 of the DWQMP											
pH	pH	12	4	8.05	7.95	7.87	0.07	8.03			
Total Hardness	mg/L	12	4	133	130.5	126	3.3	133			

Silica	mg/L	12	4	20	19.8	19	0.5	20			
Total Dissolved Solids	mg/L	12	4	260	257.5	250	5	260			
True Colour	HU	12	4	<8	<8	<8					
Turbidity	NTU	12	4	<1	<1	<1					
Sodium	mg/L	12	4	46	44.6	42	1.7	45.9			
Potassium	mg/L	12	4	4.9	4.8	4.6	0.1	4.9			
Calcium	mg/L	12	4	36	35.5	34	1	36			
Magnesium	mg/L	12	4	10	10	9.9	0.05	10			
Bicarbonate	mg/L	12	4	201	198.8	197	1.7	200.7			
Carbonate	mg/L	12	4	1.3	1.1	0.8	0.2	1.3			
Hydroxide	mg/L	12	4	0	0	0	0	0			
Chloride	mg/L	12	4	28	27.3	27	0.5	27.9			
Fluoride	mg/L	12	4	0.2	0.20	0.23	0.005	0.2			
Nitrate	mg/L	12	4	0.7	0.7	0.7	0.015	0.7			
Sulphate	mg/L	12	4	16	15	14	0.8	15.8			
Iron	mg/L	12	4	0	0	0	0	0			
Manganese	mg/L	12	4	0	0	0	0	0			
Zinc	mg/L	12	4	0	0	0	0	0			
Aluminium	mg/L	12	4	0	0	0	0	0			
Boron	mg/L	12	4	0.03	0.03	0.03	0	0.03			
Copper	mg/L	12	4	0.03	0.01	0	0.01	0.026			
Trihalomethanes	µg/L	12	4	68	64	57	5	67.9			

Table 6 Dajarra Operational Monitoring Results

Parameter	Unit	No. of Sample Required	No.of samples collected	Max Value	Mean Value	Min Value	Standard Deviation	95th Percentile	Number of Health Exceedances	Number of Aesthetic Exceedances	Comments
Dajarra WTP Raw Water, Treatment Process Water and Raw Water bores Table 26 and 27 of the DWQMP											
pH	pH	78	78	7.67	7.4	6.8	0.3	7.67			
Conductivity	µS/cm	78	0								Continuous online
Turbidity	NTU	78	20	56	41.3	7	18.7	56			Continuous online

Table 7 Dajarra Verification Monitoring Results

Parameter	Unit	No. of Sample Required	No.of samples collected	Max Value	Mean Value	Min Value	Standard Deviation	95th Percentile	Number of Health Exceedances	Number of Aesthetic Exceedances	Comments
Dajarra Source Water Verification Monitoring Table 28 of the DWQMP											
Total Hardness	mg/L	12	78	1110	604	83	338	987			
Silica	mg/L	12	78	92	64	16	24.7	92			
Total Dissolved Solids	mg/L	12	78	2300	1098	200	622	2100			
True Colour	HU	12	78	<8	<8	<8					
Sodium	mg/L	12	78	400	161.7	8.9	109.5	380			
Potassium	mg/L	12	78	6.6	4.7	2.4	1.4	6.4			
Calcium	mg/L	12	78	170	93.8	15	50.4	150			
Magnesium	mg/L	12	78	170	91	11	52.5	150			
Bicarbonate	mg/L	12	78	391	259	66	109	368			
Carbonate	mg/L	12	78	1.4	0.6	0	0.4	1.4			
Hydroxide	mg/L	12	78	0	0	0	0	0			
Chloride	mg/L	12	78	1000	444	32	281	920			
Fluoride	mg/L	12	78	0.4	0.26	0.07	0.11	0.4			
Nitrate	mg/L	12	78	16	4.05	0.53	3.3	10			
Sulphate	mg/L	12	78	300	114	9	86	280			
Iron	mg/L	12	78	4	0.03	0.03	0.0	0.03			
Manganese	mg/L	12	42	0.001	0.001	0.001	0	0.001			
Zinc	mg/L	12	11	1.5	1.1	0.88	0.3	1.5			
Aluminium	mg/L	12	78	0	0	0	0	0			
Boron	mg/L	12	78	0.19	0.1	0.04	0.03	0.15			
Copper	mg/L	12	78	0	0	0	0	0			

Uranium	mg/L	12									No sample records
Gross Alpha	Bq/L	12									No sample records
Gross Beta	Bq/L	12									No sample records
Dajarra Distribution System Verification Monitoring Table 29 of the DWQMP											
Trihalomethanes	µg/L	12									No sample records
Chlorate	mg/L	12									No sample records
Conductivity	µS/cm	12									No sample records
pH	pH	12									No sample records
Total Dissolved Solids	mg/L	12									No sample records
Total Hardness	mg/L	12									No sample records
Turbidity	mg/L	12									No sample records
True Colour	mg/L	12									No sample records
Aluminium	mg/L	12									No sample records
Nitrate	mg/L	12									No sample records
Sodium	mg/L	12									No sample records
Sulphate	mg/L	12									No sample records
Total Iron	mg/L	12									No sample records
Total Manganese	mg/L	12									No sample records
Chloride	mg/L	12									No sample records
Uranium	mg/L	4									No sample records
Gross Alpha	Bq/L	4									No sample records
Gross Beta	Bq/L	4									No sample records

Figures 2 to 4 show the performance of the Cloncurry Water Treatment Plant (WTP) for turbidity, iron and manganese.

Figure 2

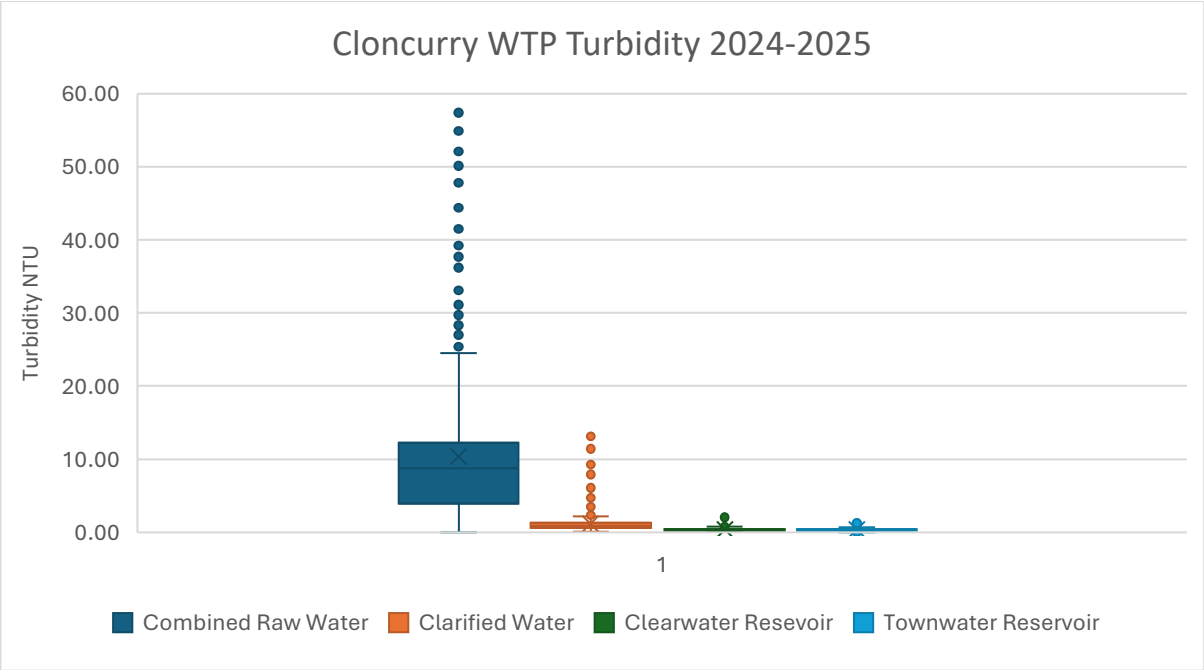


Figure 3

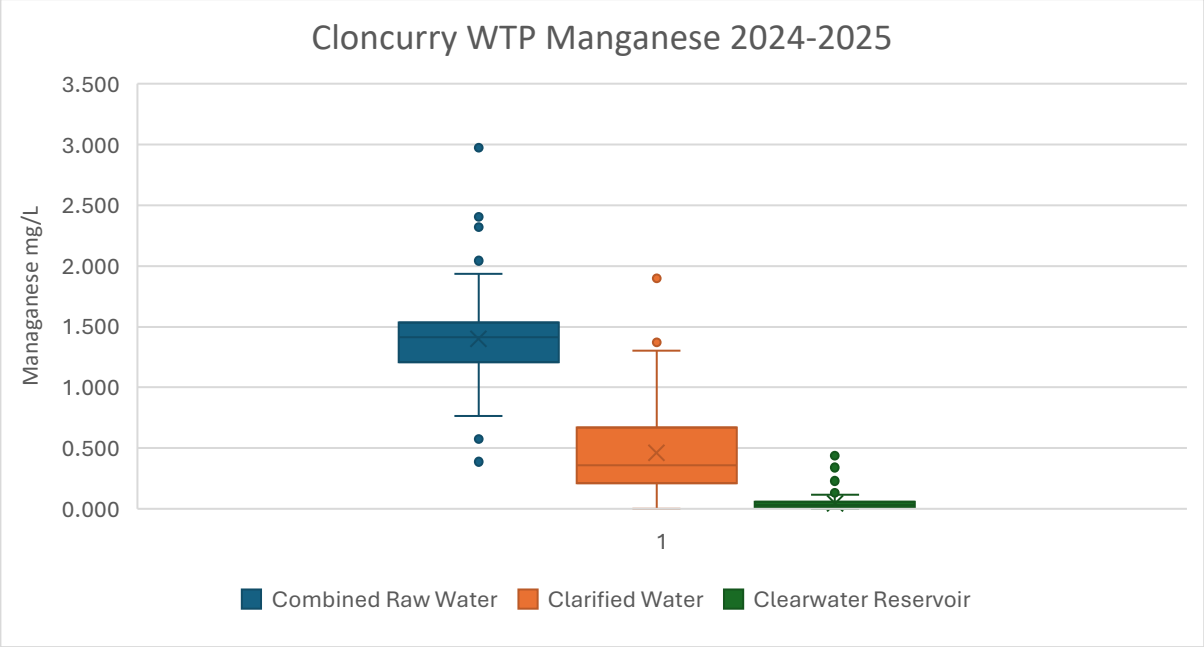


Figure 4

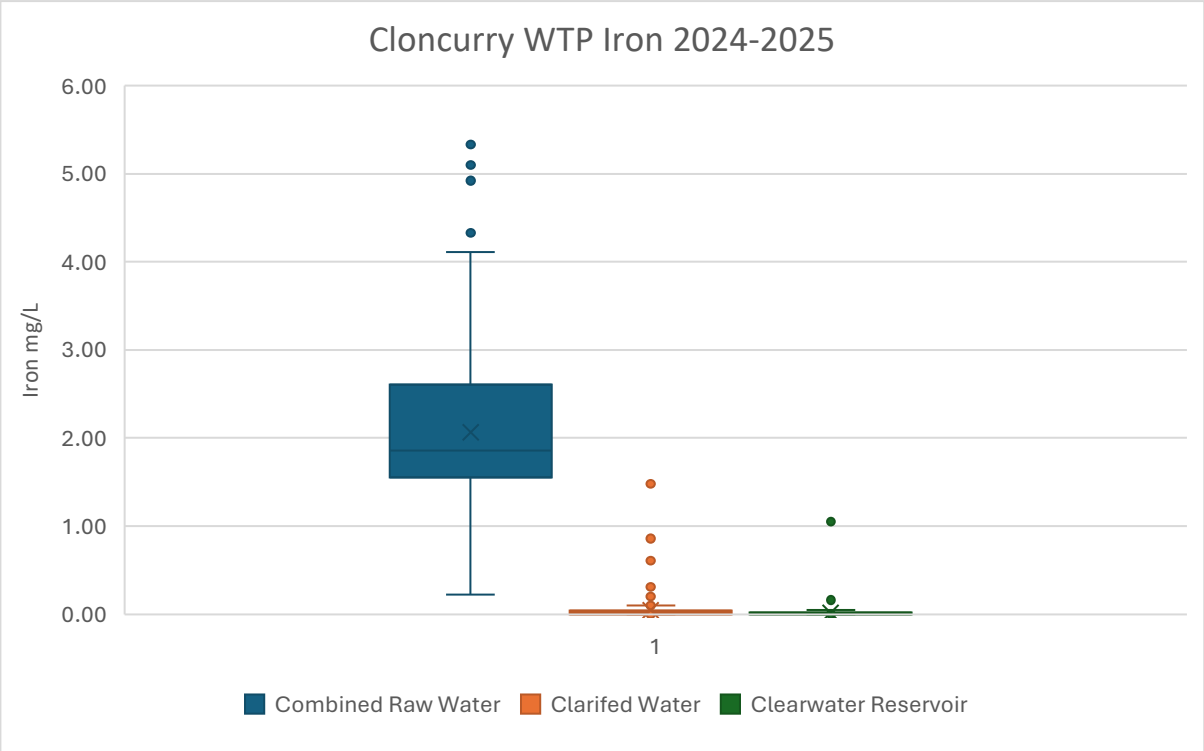


Table 8 Cloncurry E.coli Annual Value Compliance Table

	Cloncurry water											
Month	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025
No. of samples collected	23	21	21	23	20	15	20	14	20	26	20	20
No. of samples collected in which E.coli is detected (i.e. a failure)	0	0	0	0	0	0	0	0	0	0	0	0
No. of samples collected in previous 12 month period	277	271	270	269	260	255	249	243	243	249	244	243
No. of failures for previous 12 month period	0	0	0	0	0	0	0	0	0	0	0	0
% of samples that comply	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Compliance with 98% annual value	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES

Table 9 Dajarra E.coli Annual Value Compliance Table

	Dajarra WTP											
Month	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025
No. of samples collected	6	12	8	13	12	6	12	13	9	11	15	12
No. of samples collected in which E.coli is detected (i.e. a failure)	0	0	0	0	0	0	0	0	0	0	0	0
No. of samples collected in previous 12 month period	116	119	119	123	126	121	128	129	123	122	122	129
No. of failures for previous 12 month period	1	1	1	1	1	0	0	0	0	0	0	0
% of samples that comply	99.1%	99.2%	99.2%	99.2%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Compliance with 98% annual value	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES

Water Quality Monitoring Summary

Cloncurry

The Cloncurry combined raw water source has consistently high iron and manganese and must be treated to avoid exceeding both the health and aesthetic based guidelines. From Figure 2 and 3, there is consistent removal or iron and manganese by the treatment processes. From the operational monitoring, there was 12 exceedances of manganese from the Clearwater reservoir. However, the verification monitoring results show no health-based exceedances of manganese in the Town water reservoir or the distribution network.

The Clearwater reservoir showed no exceedances of turbidity, and the results from the verification monitoring in the network also showed no aesthetic or health-based exceedances.

The amount of verification samples collected to be tested for physical/chemical parameters has reduced and does not comply with sampling frequency requirements in the DWQMP. This was identified during the recent Audit, and a corresponding action recorded in the RMIP.

There was no E.coli detections in the 2024-2025 year and the rolling 12-month compliance as of June sits at 100%.

Overall, the data demonstrates that there has been largely effective treatment and distribution network that is compliant with the ADWG.

Dajarra

There is no operational or verification data available on the Dajarra WTP or distribution network for physical/chemical parameters. This has been identified as not consistent with the DWQMP verification monitoring and has been raised as an action in the RMIP.

There is available raw water physical chemical data which indicates the high salinity and hardness of the source water and the requirement for Ultra-Filtration treatment processes.

There was no E.coli detections in the 2024-2025 year and the rolling 12-month compliance as of June 2025 sits at 100%.

Incidents Reported to the Regulator

There were no drinking water incidents that required to be reported to the Regulator during the 2024-2025 reporting period.

Customer Complaints

There was one customer complaints made to Council during the 2024-25 Financial Year. The complaint was for low pressure/dirty water and was investigated and rectified by some localised flushing of the network.

DWQMP Review Outcomes

There were no drinking water Reviews required in the 2024-2025 financial year.

The next Review is scheduled for completion by August 2026.

DWQMP Audit Findings

An external Drinking Water Audit was performed by Viridis Consultants on the 30 October 2024, with the Audit report released in November 2024. The positive outcomes of the audit were:

- The water treatment plant (WTP) output continues to meet the required water quality parameters.
- The required annual reporting on the DWQMP status is being complied and submitted to the regulator.
- Staff interviewed were open to suggestions.

Compliance Summary

There was a good level of compliance noted. The auditor concluded based on the results of the audit that:

- small improvements in data management will ensure accurate data is reported in the drinking water service annual reports.
- The implementation of the DWQMP can be strengthened by additional training in DWQMP requirements and management oversight in maintaining evidence of the implementation of procedures/processes
- The relevance of the plan is, in general, adequate however a review of staffing resources is necessary. There are some process improvements such as a SCADA upgrade which can enhance risk management aspects
- The objectives of the audit were fulfilled without any issues

Table 10: Audit Compliance Summary

Compliance Codes	Number of Findings
Compliant	9
Minor Non-Compliance	4
Major Non-Compliance	2
No Requirement	0

In all, the audit identified 10 recommendations and 13 opportunities for improvement (OFI). These actions have been added to the RMIP.

In addition, CSC is aligning its drinking water audit with other neighbouring Councils and undertook another external audit in September 2025. The outcomes of that audit will be reported in next year's annual report but there was significant improvement with no major non-compliances identified.

CSC Customer Service Standards Review

CSC did not undertake a review of their Customer Service Standards during the 2024-25 Financial Year.