

National Lifestyle Villages

ERA Asset Management System Review

Post Review AMS Review ACTION PLAN

Moama Lifestyle Village (Tuart Lakes Lifestyle Village)

Post Review Action Plan (from Moama AMS Review 2012/2013)

Key Process	Issue	Recommendations	Post Review Action Plan	Person Responsible/ Intended Date of implementation
Asset Planning Section 1.2	Service levels were not well defined in Aquasol's contract	<i>1. The Licensee should ensure that clear and well defined service levels are set out in any future operation and maintenance contracts.</i>	Clear and well defined service levels are to be set out in TriStar's contract	General Manager Included in TriStar contact implemented at 1/10/2013
Asset Planning Section 1.9	Currently the WWTP has 120 connections and a maximum capacity of 180. The reviewer was advised the current projected new connection rate is approximately 50/60 per year. The WWTP could reach capacity within 12 months and given the issues of the year past the WWTP may not be effective at its rated capacity.	<i>2 A written plan should be developed to incorporate early planning and approvals applications for the WWTP expansion should the ability to connect to Water Corporation's sewer not be available when current capacity is met.</i>	Develop a written plan to incorporate early planning and approvals applications for the WWTP Stage 2 expansion. This transition plan for Stage 2 of the WWTP to be developed as a matter of urgency. The plan should provide a timeline for required approvals, ordering of long lead time components, construction and commissioning activities. This will provide a contingency plan should Water Corp's sewer network not be available	General Manager 30/03/2014

			when current capacity is met.	
Asset Creation Section 2.1	It should be noted that the facility is expected to reach full capacity in 12 to 18 months. A transition plan was not provided	<i>3 As a matter of urgency the Licensee should, develop a solid transition plan for Stage two development of WWTP incorporating approvals, long lead component ordering, construction and commissioning activities</i>	<i>A solid transition plan for Stage two development of WWTP incorporating approvals, long lead component ordering, construction and commissioning activities will be established</i>	General Manager 30/06/2014
Asset Disposal Section 3.3	Documentary evidence of review was not sighted however the interviewee indicated that this would be considered as the plant aged and upgrades were needed	<i>4. The Licensee should prepare a written procedure setting out the requirements to decontaminate any part of the plant that might be de-commissioned.</i>	Prepare a written decontamination procedure for redundant WWTP components	General Manager 30/06/2014
Environmental Analysis Section 4.3	The Licensee is required to submit monthly clean water analysis reports to DOH. Only 8 were provided to DoH	<i>5 The Licensee must insist and monitor that appropriate clean water testing is undertaken and that the 12 subsequent reports are submitted to DoH</i>	The Licensee will insist and monitor that appropriate clean water testing is undertaken and that the 12 subsequent reports are submitted to DoH	General Manager Ongoing monthly
Asset Operations Section 5.5	The reviewer was informed that a local staff member conducts a daily visual inspection of the WWTP. No documented evidence of these inspections was sighted and when interviewed the staff member indicated that no formal training was provided.	<i>6 The new O&M contractor provides regular inspection of the WWTP. However it is recommended that local Tuart Lakes (Moama) staff could perform daily inspections such as the monitoring of compound security, alarms, odour emissions and overflows. This procedure should be included in the operational procedures of both the WWTP and the site general responsibilities. Staff</i>	Local Tuart Lakes (Moama) staff inspections of WWTP to be undertaken daily in addition to O&M contractor inspections and will be focussed on compound security, alarms, odour emissions and overflows.	General Manager 01/02/2014

		<i>training should be provided and documented.</i>		
Asset Operations Section 5.5	The reviewer was informed that a local staff member conducts a daily visual inspection of the WWTP. No documented evidence of these inspections was sighted and when interviewed the staff member indicated that no formal training was provided.	<i>7. It is further recommended that selected Tuart Lakes (Moama) site staff should be appropriately trained, including health and safety aspects, to enter the compound to provide a more detailed daily plant inspection and frontline operation monitoring activities.</i>	Selected Tuart Lakes (Moama) site staff will be appropriately trained, including health and safety aspects, to enter the compound to provide a more detailed daily plant inspection and frontline operation monitoring activities.	General Manager 01/02/2014
Asset Operations Section 5.6	Significant facility operational issues have been identified by TriStar Water Solutions	<i>8 Prioritise the recommendations set out in the TriStar Report M2051-IR-001 (dated 13th Nov 2013) Determine a plan for their implementation commensurate with urgency, risk and practicability</i>	Moama will prioritise the recommendations from the TriStar report and implement them in order of urgency, risk and practicability	General Manager 30/06/2014
Asset Operations Section 5.8	In the opinion of the reviewer it is apparent that Aquasol's staffing arrangements and responsibilities were not adequate for effective asset operations	<i>9 It is recommended that the Licensee closely monitor the new contractor's performance and provide corrective direction when required.</i>	<i>The Licensee will closely monitor the newly contracted operator Maintenance Contractor TriStar's ability to provide technicians with adequate operational knowledge of the WWTP and to measure their performance in general..</i>	General Manager On going

<p>Asset Maintenance Section 6.2</p>	<p>There is some doubt whether the previous contracted operator maintained regular inspections however the new contractor, operating under the document Operational Service Requirements (TLB015-20131204-WWTP) sets out the inspection requirements to be performed by the contractor. It refers directly to the following actionable compliance requirements;</p> <ul style="list-style-type: none"> • Emergency Notification • Normal Operations Compliance • Treated Water Quality <p>Reporting</p>	<p><i>10 The Licensee should monitor the regularity of TriStar's performance in providing daily inspections. Once asset control is demonstrated this frequency could be reduced, however Moama should ensure daily monitoring of the WWTP by its own staff to offset the daily inspection regime by TriStar. Site personnel must be trained to observe alarms and act as required.</i></p>	<p><i>Moama will monitor the regularity of TriStar's performance in providing daily inspections. Once asset control is demonstrated this frequency will be reduced, however Moama will ensure daily monitoring of the WWTP by its own staff to offset the reduced daily inspection regime by TriStar. Site personnel will be trained to observe alarms and act as required. A dedicated responsible person is to be appointed to perform these monitoring duties in association with Tristar</i></p>	<p>General Manager 01/02/2014</p>
<p>Asset Maintenance Section 6.2</p>	<p><i>The system is subject to sludge build up and high levels of suspended solids which is leading to blockages causing backup of flow and subsequent overflows.</i></p>	<p><i>11 The licensee is to monitor sludge levels and ensure the periodic removal and appropriate disposal is managing sludge at levels that do not impede flow through the system</i></p>	<p><i>Moama will take particular attention to the TriSatar's monitoring of sludge buildup within the system and will ensure that appropriate action is taken to keep high levels of suspended solids and sludge are removed from the system.</i></p>	<p>General Manager On going</p>
<p>Asset Maintenance Section 6.3</p>	<p>Aquasol managed and undertook the planned maintenance. If there was an issue an incident report</p>	<p><i>12 The Licensee is to develop stronger policing of site incidents to ensure notification is provided</i></p>	<p><i>Stronger policing of site incidents will be undertaken by Tuart Lakes site staff to ensure notification is</i></p>	<p>General Manager 01/02/2014</p>

	<p>should have been raised and provided to the Licensee, along with details of corrective actions. Time taken to restore the plant to normal compliant operations was to be documented as well. The Licensee has stated that in some cases an incident had occurred and the contractor had failed to notify them.</p> <p>The required schedule is set down in the Operational Service requirements document.</p>	<p><i>immediately to site management who in turn will follow internal procedures to notify the operations manager.</i></p>	<p><i>provided immediately to site management who in turn will follow internal procedures to notify the operations manager.</i></p>	
<p>Asset Maintenance Section 6.7</p>	<p>The contractor for the review period, Aquasol, did not appear to be adequately staffed and was not controlling the asset's effective operation</p>	<p><i>13 It is recommended that the Licensee closely monitor the new contractor's performance and provide corrective direction when required.</i></p>	<p><i>Moama will closely monitor the new contractor's performance and provide corrective direction when required.</i></p>	<p>General Manager On going</p>
<p>Asset Management Information Systems Section 7.1</p>	<p><i>System documentation for users and IT operators is not adequate</i></p>	<p><i>14 It is recommended that hard copy files of principal operating documents such as inspection reports completed maintenance reports, water quality test reports be scanned and stored electronically for backup.</i></p>	<p><i>Moama's hard copy files of principal operating documents such as inspection reports completed maintenance reports, water quality test reports will be scanned and stored electronically for backup.</i></p>	<p>General Manager On going</p>
<p>Asset Management Information Systems Section 7.7</p>	<p>Monthly reports are planned to be provided against statutory requirements in relation to service levels but not all deadlines were met.</p>	<p><i>15 The Licensee should ensure that reviews of monthly reports are undertaken by due date</i></p>	<p><i>Moama will ensure that reviews of monthly reports are undertaken by due date. A procedure will be developed to identify critical</i></p>	<p>General Manager On going</p>

			<i>reports deadlines</i>	
Risk Management <i>Section 8.1</i>	Risk management policies and procedures are not regularly reviewed	<i>16. The Licensee should review the AMP and Risk Register at least annually or as changes occur.</i>	Moama will establish a review plan for the AMP and Risk Register	General Manager 01/06/2014
Risk Management <i>Section 8.2</i>	Contingency plans are not tested except during emergencies	<i>17. The Licensee should test the adequacy of contingency plans on a regular basis to ensure they are indeed meeting expectations.</i>	Moama will test contingency plans effectiveness to ensure they will meet expectations	General Manager 01/05/2014
Risk Management <i>Section 8.3</i>	A risk based approach to the operation of the WWTP is reflected in the risk register but the register is not revisited on a regular basis	<i>18 The Licensee should review the risk register and interrogate the effectiveness treatment of each hazard to ensure the hazard is controlled to ALARP (as low as reasonably practicable). A high residual risk should not be tolerated without explicit written and supervised processes. Once any high residual risks are managed to ALARP it is recommended that medium residual risks are further interrogated.</i>	Review risk register and interrogate treatments for adequacy Develop management control plan for High residual risk hazards	General Manager 01/03/2014 General Manager 01/03/2014
Risk Management <i>Section 8.3</i>	The reviewer noted that several new hazards have been identified by the new maintenance contractor which are not included in the site's risk register	<i>19 The Licensee should conduct a workshop to update the facility risk register to incorporate the newly identified hazards</i>	<i>Moama will conduct a workshop to update the facility risk register to incorporate the newly identified hazards from the Tristar Report. An appropriate representative from TriStar should be in attendance</i>	General Manager 01/03/2014

<p>Contingency Planning Section 9.2</p>	<p>The Emergency Response Plan sets out clear lines of authority and responsibility for both the Licensee and the maintenance contractor.</p> <p>Backup to cover for during an emergency was not clearly stated although a priority the escalating mobile phone notification system</p>	<p><i>20. The Licensee should update the Emergency Response Plan to identify alternative contacts in the case of an emergency should the person of primary responsibility not be contactable.</i></p>	<p>Moama will include backup personnel list in order of responsibility in ERP</p>	<p>General Manager 01/02/2014</p>
<p>Capital Expenditure Planning Section 11.1</p>	<p>A transition plan has not been developed beyond that an upgrade of asset will be required when the trigger point of an expansion is reach. A part of operational budget for Tuart Lakes Lifestyle Village has been ear marked for the expansion. No particular date is recorded for the expansion</p>	<p><i>21 As the facility's capacity is approaching maximum it is recommended that the expansion plan is revisited and developed in detail including timing, permits, design, budget allocations, etc.</i></p>	<p>CAPEX planning will be included in the transition planning for Stage 2.</p>	<p>General Manager 30/03/2014</p>
<p>AMS Review Section 12.1</p>	<p>Minimal internal AMS reviews are undertaken.</p> <p>The reviewer has noted that some difficulty occurred in obtaining the full picture of the operation for the review period</p>	<p><i>22 The Licensee should implement an annual regime of an independent review of their entire AMS both in preparation for the ERA AMS review and to provide feedback internally should the ERA AMS review period is extended beyond 12 months.</i> <i>(It would be helpful that the Licensee should provide</i></p>	<p>Moama will implement an increased frequency of AMS internal reviews (Files containing all relevant official correspondence be kept for the review period and presented at the review.) (A register is to be kept referencing all relevant occurrences to provide a clear chronological record</p>	<p>General Manager 30/06/2014</p> <p>General Manager on going</p> <p>General Manager on going</p>

		<i>sample relevant documents so it can be either accepted or discarded by the reviewer)</i>	to aid the reviewer to reduce the likelihood of omissions which cause further follow up in report completing).	
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