

## Minimum standard of municipal and essential services

### Definitions

The following definitions are included in the minimum standards table below;

- The Category is the system or equipment which is being maintained.
- The Outcomes are what is expected to be achieved/ the minimum standard in each category of MES.
- Minimum Service Delivery Tasks/Standards are activities/tasks that should be carried out to ensure the Outcomes are achieved. Sub-systems or related equipment are also included here.
  - The Frequency is how often the activities are required to be carried out to maintain the minimum standards/Outcomes.
  - Callout/Emergency is the response time in which a service provider should endeavour to address an issue that results in the loss of service.

Category	Outcomes	Minimum Service Delivery tasks/standards
Water system	<ul style="list-style-type: none"> <li>• Provide a safe supply of drinking water that falls within Australian Drinking Water Guidelines.</li> <li>• Provide sustainable water supply for domestic needs.</li> <li>• Prevent the transmission of water borne infectious diseases.</li> </ul>	<p>Tasks</p> <ul style="list-style-type: none"> <li>• Inspect, repair and maintain water supply infrastructure to ensure system is operational and working as intended achieve the specified outcomes.</li> <li>• Ensure all compounds and areas around infrastructure are clean and clear of vegetation to reduce risk of fire and structural damage.</li> <li>• Ensure fences and gates around water infrastructure are secure.</li> <li>• Inspect for and repair any water leaks in infrastructure and at houses.</li> <li>• Ensure water reticulation where possible is buried to a safe depth to reduce risk of damage.</li> <li>• Ensure active and unused bores are correctly sealed to prevent contamination.</li> <li>• Identify any maintenance or repairs required at the next maintenance visit.</li> </ul> <p>Callout/Emergency</p>

		<ul style="list-style-type: none"> <li>• If there is a loss of service then the service provider is required to attend and try to restore services within 48 hours of being informed.</li> <li>• If services cannot be restored within 48 hours, the service provider will ensure an emergency supply of potable water until the service is restored.</li> <li>• If it is not possible to restore services within a two week timeframe then the department must be informed.</li> </ul>
Power systems	Provide a safe, reliable power supply.	<p>Tasks</p> <ul style="list-style-type: none"> <li>• Inspect, repair and maintain power supply infrastructure to ensure system is operational and working as intended to achieve the specified outcomes.</li> <li>• Ensure all compounds and areas around infrastructure are clean and clear of vegetation to reduce risk of fire and structural damage.</li> <li>• Inspect and repair all wiring and connections to ensure a safe condition and there is no potential hazard to residents.</li> <li>• Identify any maintenance or repairs required at the next maintenance visit.</li> </ul> <p>Power Stations</p> <ul style="list-style-type: none"> <li>• Ensure generators and controls are maintained and serviced in accordance with manufacturers guidelines.</li> <li>• Ensure compound, gates and fencing are secure and locks are operational.</li> <li>• Ensure bulk fuel storage is securely contained and only accessible to authorised personnel.</li> </ul> <p>Callout/Emergency</p> <ul style="list-style-type: none"> <li>• Service providers are required to attend and restore services to the power system within two weeks of being informed of disruption of services. If this cannot be achieved for whatever reason then the dept must be informed.</li> </ul>

Sewerage systems	<p>Sewage disposal systems are to be constructed, located, maintained and operated so as to;</p> <ul style="list-style-type: none"> <li>• Prevent direct and indirect contact between people and infectious organisms.</li> <li>• Minimise the risk of contamination of drinking water supplies, food crops or other supplies.</li> <li>• Prevent the breeding of mosquitoes.</li> </ul>	<p>Tasks</p> <ul style="list-style-type: none"> <li>• Inspect, repair and maintain sewerage infrastructure to ensure system is operational and working as intended to achieve the specified outcomes.</li> <li>• Ensure all compounds and areas around infrastructure are clean and clear of vegetation to reduce risk of fire and structural damage.</li> <li>• Ensure septic tanks are secure and there is no risk of accidental access.</li> <li>• Identify any maintenance or repairs required at the next maintenance visit.</li> </ul> <p>Callout/Emergency</p> <ul style="list-style-type: none"> <li>• Service providers are required to attend and restore services to the sewerage system within two weeks of being informed of disruption of services. If this cannot be achieved for whatever reason then the dept must be informed.</li> </ul>
Grounds maintenance	<p>Outstation communal areas should be maintained to a standard that;</p> <ul style="list-style-type: none"> <li>• Reduces the risk of fire.</li> <li>• Minimises the risk of disease.</li> <li>• Provides a level of safety to residents.</li> <li>• Reduces the opportunity for snakes and other animals to shelter in and around the outstation.</li> </ul>	<p>Tasks</p> <ul style="list-style-type: none"> <li>• Clear vegetation to a level that achieves the stated outcomes but does not add to the generation dust or erosion.</li> <li>• Where appropriate install and maintain fire breaks.</li> <li>• Identify any maintenance required at the next maintenance visit.</li> </ul>
Waste disposal	<ul style="list-style-type: none"> <li>• Prevent the transmission of infection disease.</li> <li>• Reduce risk of injury and trauma.</li> </ul>	<p>Tasks</p> <ul style="list-style-type: none"> <li>• Area around tips must be clear of waste and all rubbish must be placed in tips.</li> <li>• Old sites must be filled in.</li> <li>• If level of rubbish around outstation is</li> </ul>

		<p>deemed a health hazard then the service provider will ensure rubbish is removed and disposed of correctly.</p> <ul style="list-style-type: none"> <li>• Identify any maintenance required at the next maintenance visit.</li> </ul>
Internal/Access roads	Allow the use of roads and minimise erosion.	<p>Tasks</p> <ul style="list-style-type: none"> <li>• Ensure roads are clear of fallen vegetation and tree regrowth.</li> <li>• Identify any maintenance or repairs required at the next maintenance visit.</li> </ul>
Aerodromes	Maintained on a regular basis to allow the safe operation of light aircraft.	<p>Tasks</p> <ul style="list-style-type: none"> <li>• Inspect airstrip and ensure surface are clear of ruts, undulations, large rocks, ant and termite mounds, saplings and erosion.</li> <li>• Drag airstrip every six months.</li> <li>• The immediate 15 metres either side of the strip surface should be cleared of any obstacles including ant hills, tree stumps, large rocks or stones and fencing wire.</li> <li>• Identify any maintenance or repairs required at the next maintenance visit.</li> </ul>
Environmental	Reduce the risk of disease, poor health, water contamination and damage to infrastructure due to environmental influences.	<p>Tasks</p> <ul style="list-style-type: none"> <li>• Evaluate the needs for animal control around outstations where necessary, and carry out identified works.</li> <li>• Ensure minimal disturbance to soil on outstations from works carried out or animals to prevent erosion and dust.</li> <li>• Identify any maintenance or repairs required at the next maintenance visit.</li> </ul>