Case Study: Kyogle

Turning Data into Action

75 Sites

74 Indicators

517,931 Records

10 Users

The Challenge:

Although **swimlocal®** was already in place when Matt Sorenson joined Kyogle Council, he quickly recognised the challenges the organisation would have faced without it.

Historically, much of the council's operational data was collected manually on paper and entered later, creating delays in reporting and increasing the risk that incidents, trends or compliance issues could go unnoticed until the end of the financial year.

The process involved significant double handling, manual data entry and fragmented reporting requirements across multiple agencies.

"Some anomalies and non-conformances weren't picked up until late. Lots of double handling, lots of manual data entry."

How Kyogle uses swimlocal:

Kyogle's operators collect operational information at treatment plants and enter the data into **swimlocal®** using tablets and digital checklists. The information is then available to managers and operators through dashboards, reports and graphs.

Matt uses **swimlocal®** weekly to monitor:

- Water flows and consumption
- Chlorine and turbidity performance
- Critical control points
- Operational testing results
- Data quality and anomalies
- Compliance monitoring and reporting

By reviewing the information regularly, issues can be identified and addressed much sooner.

"I'll use the graphing and dashboards and that's been really helpful to identify issues early."

"It's a no-brainer tool that allows you to collate all of your data together in one place to reduce the amount of time staff are dealing with all the different test results and flow results that you're getting."

swimlocal® DATA MANAGEMENT

Real-world impact

One of the biggest benefits for Kyogle has been improving how operators engage with the information they collect every day.

Matt regularly shares swimlocal-generated graphs and trend reports with operators, helping them see how their data contributes to decision-making and plant performance.

For example, by reviewing several months of turbidity data, operators were able to identify trends that may not have been obvious from daily observations alone.

"For them to see three months of data, they can see any trends that's happening with temperature or turbidity or whatever."

This feedback loop has helped strengthen data quality and improve operational awareness across the team.

Benefits delivered:

Improved data quality
Regular monitoring and automated alerts help staff identify incorrect entries and unusual results before they become larger issues.

Greater visibility
Managers can access operational data at any time rather than relying on paper records or waiting for periodic reporting.

Reduced reporting burden
Data is captured once and can then be used for multiple reporting and compliance purposes.

Faster response times
Automatic flagging of out-of-specification results means potential issues can be investigated sooner.

Built-in reporting tools
Unlike spreadsheets, **swimlocal®** automatically generates charts, graphs and reports that make information easier to analyse and communicate.

Supporting better decisions

Kyogle is increasingly using **swimlocal®** as a risk management and decision-support tool. Following a major water main break that left the town without water for part of a day, Matt began using **swimlocal®** data more proactively to identify emerging risks before they become significant operational events.

Rather than focusing solely on compliance exceedances, the council now reviews trends that may signal future problems, such as declining chlorine residuals, increasing turbidity or unusual operational patterns.

"It's helped with our operational risk management."

Having all operational data in one location is also creating opportunities for longer-term planning and future investment decisions.

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