

Policy title	Drinking Water Quality Policy
Responsible manager(s)	Director Infrastructure Services
Contact officer(s)	Divisional Manager Water and Sewer
Directorate	Infrastructure Services
Approval date	28 February 2017
Focus area	Provide a safe, reliable and secure water supply that meets future needs
Delivery Program link	S2.2 Operate and maintain Council's water supply systems
Operational Plan link	S2.2.2 Operate water system

Purpose

Eurobodalla Shire Council's policy was developed to support the provision of a water supply service which delivers potable quality water to its customers. Given the risk to public health of unsatisfactory water quality, it is of paramount importance that preventative risk management systems are developed, implemented and managed to ensure the protection of human health.

Policy details

1	Application This policy details the requirements for managing Council's water supply systems.
2	Legislation This policy ensures Eurobodalla Shire Council's compliance with the <i>Public Health Act 2010</i> .

Implementation

Requirements		Responsibility
1	Commitment Council is committed to managing its water supply effectively to provide a safe, high-quality drinking water that consistently meets the Australian Drinking Water Guidelines.	Council
2	Measures: To achieve this Council will: <ol style="list-style-type: none"> a) manage water quality at all points along the delivery chain from source water to the consumer; b) use a risk-based approach in which potential threats to water quality are identified and balanced; c) integrate the needs and expectations of our consumers, stakeholders, regulators and employees into our planning; d) establish regular monitoring of the quality of drinking water and effective reporting mechanisms to provide relevant and timely information, and promote confidence in the water supply and its management; e) develop appropriate contingency planning and incident response capability; 	Division Manager Water and Sewer

	f) participate in appropriate research and development activities to ensure continued understanding of drinking water quality issues and performance; g) continually improve our practices by assessing performance against corporate commitments and stakeholder expectations.	
3	Implementation Eurobodalla Shire Council will implement and maintain a drinking water quality management system consistent with the <i>Australian Drinking Water Guidelines</i> to manage effectively the risks to drinking water quality. All staff involved in the supply of drinking water are responsible for understanding, implementing, maintaining and continuously improving the drinking water quality management system.	Council officers
4	Concerns Concerns received regarding drinking water quality will be recorded on Council's customer service request (CSR) or records system and handled in accordance with Council's Customer Service Policy. They will be used to analyse the history of concerns and requests and to help determine follow up actions.	Council officers
5	Consultation Any consultation deemed necessary will occur as required with key stakeholders, which may include (but not be limited to) the community, other agencies, statutory and industry bodies. Public submissions regarding this policy are invited for consideration during the exhibition period.	As applicable

Review

The policy will be automatically revoked at the expiration of twelve months after the declaration of the poll for the next general NSW local government election, unless Council revokes it sooner.

Note: *Automatic revocation of the policy is provided for by section 165(4) of the Local Government Act 1993. The next general local government election is expected to be held in September 2020.*

This policy may also be reviewed and updated as necessary when legislation requires it; or Council's functions, structure or activities change; or when technological advances or new systems change the way that Council manages drinking water quality

Reviews of the effectiveness of this policy could include the following:

Performance indicator	Data source(s)
Customer concerns	Council records
Delivery Program/ Operational Plan outcomes achieved	Council reporting
Customer feedback, survey responses	Surveys
Internal or external review	Audit

Governance

This policy should be read in conjunction with any related legislation, codes of practice, relevant internal policies, and guidelines.

Related legislation and policies

Name	Link
Related Council Policy or Code of Practice	www.esc.nsw.gov.au/inside-council/council/council-policies
<i>Local Government Act 1993</i>	www.legislation.nsw.gov.au/maintop/view/inforce/act+30+1993+cd+0+N
<i>Public Health Act 2010</i>	www.austlii.edu.au/au/legis/nsw/consol_act/pha2010126

Related external references

Name	Link
Office of Local Government	www.olg.nsw.gov.au
Australian Drinking Water Guidelines 2011	www.nhmrc.gov.au/guidelines-publications/eh52
NSW Health Guidelines Drinking Water Management Systems	www.health.nsw.gov.au/environment/water/Pages/NSW-Guidelines-for-Drinking-Water-Management-Systems.aspx

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	10 Sept 2013	Council	13/272	E06.0113	Policy commenced 10 September 2013
2	28 Feb 2017	Council	TBA	E16.0297 E06.0113	Reviewed and updated at start of new Council term.

Internal use

Responsible officer	Director Infrastructure Services		Approved by	Council	
Minute	17/31	Report	GMR17/006	Effective date	TBA
File	E06.0113 E16.0297	Review date	Sep 2020	Pages	3