

<b>Policy title</b>	Drinking Water Quality Policy
<b>Responsible manager(s)</b>	Director Infrastructure Services
<b>Contact officer(s)</b>	Division Manager Water and Sewer
<b>Directorate</b>	Infrastructure Services
<b>Approval date</b>	26 July 2022
<b>Outcome area</b>	1. Our sustainable shire celebrates our natural environment and outdoor lifestyles
<b>Strategy</b>	1.4 Work together in the management and use of our valuable resources
<b>Delivery Program</b>	1.4.1 Provide safe, reliable and sustainable water and sewer services, guided by the Integrated Water Cycle Management Strategy
<b>Operational Plan</b>	1.4.1.1 Build and renew the water supply network

### 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

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

### Implementation

Requirements	Responsibility
<b>1</b> <b>Commitment</b> 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
<b>2</b> <b>Measures:</b> To achieve this Council will: <ul style="list-style-type: none"> <li>a) manage water quality at all points along the delivery chain from source water to the consumer;</li> <li>b) use a risk-based approach in which potential threats to water quality are identified and balanced;</li> <li>c) integrate the needs and expectations of our consumers, stakeholders, regulators and employees into our planning;</li> <li>d) establish regular monitoring of the quality of drinking water and effective reporting mechanisms to provide relevant and</li> </ul>	Division Manager Water and Sewer

	<p>timely information, and promote confidence in the water supply and its management;</p> <p>e) develop appropriate contingency planning and incident response capability;</p> <p>f) participate in appropriate research and development activities to ensure continued understanding of drinking water quality issues and performance;</p> <p>g) continually improve our practices by assessing performance against corporate commitments and stakeholder expectations.</p>	
<b>3</b>	<p><b>Implementation</b></p> <p>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.</p>	Council officers
<b>4</b>	<p><b>Concerns</b></p> <p>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.</p>	Council officers
<b>5</b>	<p><b>Consultation</b></p> <p>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.</p>	As applicable

## Review

This policy will be reviewed every 4 years. It may also be reviewed and updated as necessary if legislation requires it; or when Council's related policies, functions, structure or activities change; or when technological advances or new systems change the way that Council manages drinking water quality.

The policy may be revoked at the expiration of twelve months after the declaration of the poll for the next general NSW local government election, unless Council updates or revokes it sooner. **Note:** *The next general local government election is expected to be held in September 2020.*

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
Public Health Act 2010	<a href="http://www.austlii.edu.au/au/legis/nsw/consol_act/pha2010126">www.austlii.edu.au/au/legis/nsw/consol_act/pha2010126</a>

### *Related external references*

Name	Link
Australian Drinking Water Guidelines 2011	<a href="http://www.nhmrc.gov.au/guidelines-publications/eh52">www.nhmrc.gov.au/guidelines-publications/eh52</a>
NSW Health Guidelines for Drinking Water Management Systems	<a href="http://www.health.nsw.gov.au/environment/water/Pages/NSW-Guidelines-for-Drinking-Water-Management-Systems.aspx">www.health.nsw.gov.au/environment/water/Pages/NSW-Guidelines-for-Drinking-Water-Management-Systems.aspx</a>

### *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	17/31	E16.0297 E06.0113	Reviewed and updated at start of new Council term. GMR17/006
3	26 July 2022	Council	22/154	E16.0297 E06.0113	Reviewed and updated at start of new Council term. GMR22/072

### *Internal use*

Responsible officer	Director Infrastructure Services		Approved by	Council	
Minute	22/154	Report	GMR22/072	Effective date	26 July 2022
File	E06.0113	Review date	April 2022	Pages	3