

	COUNCIL POLICY	
	Drinking Water Quality Council Policy	
	Policy Number	CP086
	Directorate	Water and Waste Services
	Owner	Ken Diehm, Chief Executive Officer
	Last Approved	22/02/2023
	Review Due	22/02/2026

1. PURPOSE

The purpose of this policy is to define Council’s commitment to the establishment of strategy and guidelines for the implementation and maintenance of a Drinking Water Quality Management System that is consistent with the Australian Drinking Water Guidelines (ADWG).

2. SCOPE

This policy applies to the treatment and distribution of potable water from source to the water meter.

3. HEAD OF POWER

Water Supply (Safety and Reliability) Act 2008 (Qld)
Public Health Act 2005 (Qld)
Water Act 2000 (Qld)
Water Act 2007 (Cth)
Australian Drinking Water Guidelines 2011
ISO 22000:2018 Food Safety Management System

4. DEFINITIONS AND ACRONYMS

To assist in the interpretation of this Policy the following definitions apply:

“**ADWG**” means the Australian Drinking Water Guidelines 2011.

“**Document Portal**” means document search tool located on the intranet.

“**Employees**” means all full time, part-time, casual, or fixed term employees of WWS including any contractor, consultant or volunteer engaged or undertaking works on behalf of WWS.

“**FSMS**” means Food Safety Management System and relates to the drinking water quality management system at Wide Bay Water

“**HACCP**” means Hazard Analysis and Critical Control Points.

“**Manager**” means for the purposes of this policy a Manager is any person who supervises or controls the work of employees.

“**Supervisor**” means for the purposes of this policy a Supervisor is responsible for the day-to-day performance of a small group.

“**WWS**” means Water and Waste Services

5. POLICY STATEMENT

As a Fraser Coast Regional Council (FCRC) Commercial Business Unit, Wide Bay Water provides safe, reliable, efficient water and wastewater services to residents, visitors and businesses on the Fraser Coast. Wide Bay Water is committed to managing its drinking water supply systems effectively and efficiently to provide customers with dependable, safe, high-quality water that consistently complies with the health based parameters of the Australian Drinking Water Guidelines.

In partnership with stakeholders and relevant agencies, Wide Bay Water will:

- manage water quality at all points along the delivery chain from source water to the consumer's water meter by using a risk-based approach in which potential threats to water quality are identified and managed to minimise any threat to drinking water quality in accordance with the ADWG;
- comply with statutory and regulatory requirements associated with the provision of safe drinking water.
- implement and maintain a Drinking Water Quality Management Plan consistent with the requirements of the ISO 22000 Food Safety Management System and incorporating risk-based HACCP Plans.
- ensure staff hold relevant competencies, maintain regular monitoring of the quality of drinking water and have effective reporting mechanisms to provide relevant and timely information, which promotes confidence in the water supply and its management.
- establish and implement appropriate contingency plans for response to incidents and monitor that the controls identified in these plans are effective.
- participate in appropriate research and development activities to ensure continued understanding of drinking water quality issues and performance.
- commit to continually improve the capability of our staff by encouraging and supporting participation in training and professional development.
- actively contribute to the debate on setting industry regulations and guidelines, and other standards relevant to public health and the water cycle.
- continually improve our practices by assessing performance against operating commitments and stakeholder expectations.
- encourage open communication internally and externally to identify risks, implement the Food Safety Management System and advise regulators and the community of any drinking water incidents.

5.1. RESPONSIBILITIES

The following roles have defined responsibilities for the Drinking Water Quality Policy.

Director Wide Bay Water and Waste Services is responsible for:

- the creation and implementation of this policy.
- ensuring that adequate resources are available to service this policy.

Executive Managers are responsible for:

- conformance with the Drinking Water Quality Policy.
- proposing policy changes consistent with their needs.
- communicating and ensuring an understanding of the policy within their business group.

Managers/Supervisors are responsible for:

- ensuring that all employees within their area are aware of and that their activities are consistent with the content and intent of this policy.

Employees are responsible for

- ensuring that their duties are consistent with the content and intent of the policy.

6. ASSOCIATED DOCUMENTS

WBWWS Legislative Compliance Register eDOCS# 4153482
Integrated Quality Management System Manual eDOCS# 5038493
Drinking Water Quality Management Plan eDOCS# 4048407
Customer Service Charter eDOCS#3298906

7. REVIEW

This Policy will be reviewed when related legislation/documents are amended or replaced, other circumstances as determined from time to time by Council or at intervals of no more than three years.

Version Control

Version Number	Key Changes	Approval Authority	Approval Date	Document Number
1	New Policy		14/08/2014	2535838
2	Policy Statement Distribution Policy Owner Legislation		20/10/2014	2535838
3	Changed into new BMS format		08/06/2016	2535838
4	Transition to FCRC CBU and Name Change		26/07/2016	2535838
5	Policy Statement		04/12/2019	2535838
6	Review and update referenced documentation		16/02/2021	2535838
7	Policy Statement		07/04/2021	2535838
8	Transition to FCRC Council Policy Increase review from 2 to 3 years	Council	22/02/2023	2535838
9	Administrative Changes	Director	31/07/2024	2535838