



Policies, Procedures and Guidelines

DRINKING WATER QUALITY POLICY

INFO011

BACKGROUND

Development of a drinking water quality policy is an important step in formalising the level of service to which the drinking water supplier is committed and in increasing focus on water quality management throughout the organisation.

OBJECTIVE

This policy sets out Lachlan Shire Council's commitment to the effective management of drinking water and the associated distribution system, to provide responsible, safe and sustainable drinking water that meets the evolving needs of our customers, shareholders and communities.

SCOPE

All managers and employees involved in the supply of drinking water are responsible for understanding, implementing, maintaining and continuously improving the drinking water quality management system.

DEFINITIONS

Distribution system:	a network of pipes leading from a treatment plant to customers' plumbing systems.
Drinking water:	water intended primarily for human consumption (but excluding bottled water, for the purposes of this policy).
Drinking water quality management system:	the systematic and documented evaluation of activities, documents, procedures and other supporting information that outlines the supplier's systems for the safe supply of drinking water.
Stakeholders:	can affect or be affected by the organization's actions, objectives and policies.
Catchments:	area of land that collects rainfall and contributes to surface water (streams, rivers, wetlands) or to groundwater.
Multiple-barrier:	use of more than one preventive measure as a barrier against hazards.
Quality system:	organisational structure, procedures, processes and resources needed to implement quality management (AS/NZS ISO 8402:1994).
Risk:	the likelihood of a hazard causing harm in exposed populations in a specified time frame, including the magnitude of that harm.

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POLICY

In partnership with relevant health authorities and stakeholders Lachlan Shire Council will:

- Maintain and continually improve a Drinking Water Quality Management System (DWQMS) to adequately manage drinking water quality risks to customers and the public.
- Manage water quality from catchments to customers' services by using a risk-based approach in which potential threats to water quality are identified and managed to minimise any risks to drinking water quality.
- Ensure that employees and contractors involved in the supply of drinking water are appropriately trained and understand their responsibility for ensuring that water quality is protected.
- Use a risk-based approach that complies with regulatory requirements and the ADWG to identify and control potential threats to drinking water quality.
- Undertake regular water quality monitoring to verify that water quality supplied to customers complies with regulatory requirements and meets customer expectations.
- 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.
- Integrate the needs and expectations of our customers, stakeholders, communities and regulators into our water supply planning and decision- making process.
- Align our water quality systems and processes with the framework's proactive and multiple barrier approach to best practice water quality management.
- Target and implement research and innovation activities across the organisation to understand drinking water quality and emerging issues.
- Participate in and support appropriate research and development activities to ensure continuous improvement.

GENERAL MANAGER

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