

1. PURPOSE

To provide a cohesive frame work which allows GWMWater to manage the risks involved in harvesting, treating and distributing drinking water.

2. SCOPE

The **Executive Manager Infrastructure**, through the **Manager Water Regulation** is responsible for the overall drinking water quality policy and ensuring that any subsidiary procedures reflect the requirements of current legislation and the Australian Drinking Water Guidelines (ADWG).

3. METHOD

GWMWater is a water supplier and water storage manager within the meaning of the *Safe Drinking Water Act 2003* (SDWA). The SDWA is the legislative framework for assuring drinking water quality in Victoria.

The SDWA is based on:

- a) the adoption of a 'catchment to tap' risk management approach
- b) the specification of standards at the customer tap for key water quality criteria
- c) the establishment of information disclosure obligations for water suppliers
- d) the adoption of systematic community consultation processes.

The regulatory approach adopted by the SDWA is consistent with the methodology outlined in the ADWG published by the National Health and Medical Research Council (NHMRC).

The ADWG recognises that the most effective means of assuring drinking water quality and the protection of public health is through adoption of a preventive management approach that encompasses all steps in water production from catchment to the consumers tap.

In the Australian water industry, risk management and quality management used as a means of assuring drinking water quality by strengthening the focus on preventive approaches. The ADWG introduced the concept of a Drinking Water Quality Management Framework.

The Framework incorporates a preventive risk management approach. It includes elements of the food industry HACCP principles, the AS/NZS ISO 9001 and AS/NZS 4360 standards, but applies them in a drinking water supply context to support consistent and comprehensive implementation by suppliers.

The Framework consists of 12 elements. Element 1 is commitment to drinking water quality management. The recommended actions to ensure this commitment are:

- a) formulate a drinking water quality policy statement, endorsed by the Managing Director, to be implemented throughout the organisation
- b) ensure that the policy is visible and is communicated, understood and implemented by employees.

GWMWater is committed to managing its water supply effectively to provide a safe high quality drinking water that consistently meets the Australian Drinking Water Guidelines (ADWG) and consumer and other regulatory requirements.

To achieve this, in partnership with stakeholders and relevant agencies, GWMWater will:

- a) manage water quality at all points along the delivery chain from catchment to the customers' tap
- 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 customers, 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
- f) participate in appropriate research and development activities to ensure continued understanding of drinking water quality issues and performance
- g) contribute to the debate on setting industry regulations and guidelines, and other standards relevant to public health and the water cycle
- h) continually improve our performance against corporate commitments and stakeholder expectations.

The organisation will implement and maintain a Water Quality Management System (WQMS) consistent with the ADWG to effectively manage the risks to drinking water quality.

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

4. RELATED LEGISLATION

- a) AS/NZS 4360:2004 Risk Management
- b) AS/NZS ISO 9001:2000 Quality Management Systems - Requirements CRC for Water
- c) HB 90.5-2000 : Correlation between ISO 9001:2000 and the HACCP Principles
- d) NHMRC Australian Drinking Water Guidelines –Framework for the Management of Drinking Water Quality
- e) Quality and Treatment Research report 11 - A Guide to Hazard Identification and Risk Assessment for Drinking Water Supplies

5. LEGISLATION

- a) *Safe Drinking Water Act 2003*
- b) Safe Drinking Water Regulations 2015

6. EXPECTED OUTCOMES

That an effective internal control environment is maintained to ensure compliance with relevant legislation and drinking water standards.

That a commitment to drinking water quality is engendered within GWMWater, ensuring the delivery of a safe and reliable product to consumers.

7. DOCUMENTATION

- a) [ESC Water Quality Reporting](#)
- b) [GWMWater Water Quality Annual Report](#)
- c) [Water Quality Management System](#)
- d) [Water Quality Management Plan](#)