

MURRAY RIVER COUNCIL  
COUNCIL POLICY

**DRINKING  
WATER  
QUALITY  
POLICY**

POL-313.V#1



murray river  
council

## 1. INTRODUCTION

The purpose of this policy is to set out the approach and commitment of Murray River Council to deliver safe drinking water to its customers.

## 2. OBJECTIVES

This policy expresses Murray River Council's strategic intent regarding safe drinking water management.

## 3. SCOPE

This policy applies to all Murray River Council employees and contractors responsible for the management, operations, maintenance and monitoring of our drinking water supply network.

## 4. POLICY STATEMENT

Murray River Council is committed to providing continuously safe and reliable drinking water to our customers.

To demonstrate this, we will:

- ▶ maintain a drinking water management system that is consistent with the Australian Drinking Water Guidelines, except where NSW Health specifies otherwise;
- ▶ ensure that the Drinking Water Management System is fully implemented and that all relevant activities are carried out in accordance with it, and to the satisfaction of NSW Health;
- ▶ plan and operate under a preventive risk-based water quality management approach, given understanding of the system from catchment to customer;
- ▶ undertake accurate, timely, and meaningful reporting that supports confidence in our drinking water supply;
- ▶ ensure emergency response is planned and performed;
- ▶ promote awareness of drinking water quality management amongst employees, contractors, and the community and ensure that our staff and contractors are cognisant of their role in the supply of drinking water;
- ▶ use drinking water management system outputs to inform long-term planning; and
- ▶ pursue improvements to Councils overall water management considering our customers, our regulators, and our business drivers, and to meet the objectives of the Community Strategic Plan.

## 5. RESPONSIBILITIES

Position	Responsibility
Mayor and Council	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.
Chief Executive Officer	To lead staff (either directly or through delegated authority) in their understanding of, and compliance with, this policy and related procedures.
Manager Water Services	Measures: To achieve objective of this policy 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</li> </ul>

	<p>identified and balanced;</p> <p>c) integrate the needs and expectations of our consumers, stakeholders, regulators and employees into our planning;</p> <p>d) routinely monitor the quality of drinking water to provide relevant and 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>
Council officers	<p>Implementation: Murray River Council will implement and maintain a Drinking Water Management System consistent with the Australian Drinking Water Guidelines 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	<p>Concerns: Feedback regarding drinking water quality will be recorded on Council's 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>
Stakeholders	<p>Consultation: 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>

## 6. EVALUATION AND REVIEW

It is the responsibility of the Manager Water Services, to monitor the adequacy of this Policy and recommend appropriate changes.

This Policy will be formally reviewed every four (4) years or as needed, whichever comes first.

## 7. LEGISLATION, ASSOCIATED DOCUMENTS AND DEFINITIONS

### Legislation

- ▶ [Public Health Act 2010 \(NSW\)](#);
- ▶ [Local Government Act 1993 \(NSW\)](#)
- ▶ [Water Management Act 2000 \(NSW\)](#)

### Associated Documents

- ▶ [National Health and Medical Research Council \(NHMRC\) - Australian Drinking Water Guidelines - Framework for the Management of Drinking Water Quality \(2011\)](#)
- ▶ [NSW Department of Planning, Industry and Environment \(Water\) - LWU performance monitoring data and reports](#)
- ▶ [NSW Department of Planning, Industry and Environment \(Water\) – Safe and Secure Water Program](#)
- ▶ [NSW Health - NSW Guidelines for Drinking Water Management Systems \(2013\)](#)
- ▶ MRC Drinking Water Management System (2017)
- ▶ MRC Customer Service Policy (POL201.V1)

Definitions:

Term	Definition
Australian Drinking Water Guidelines (ADWG)	Australian drinking water guidelines (2011), including the framework for management of drinking water quality, as amended or updated from time to time
Drinking Water	Water primarily intended for human consumption which also has other personal, domestic or household uses such as bathing and showering.
Drinking Water Management System (DWMS)	This DWMS forms Murray River Council's quality assurance program its drinking water service and addresses the elements of the Framework for Management of Drinking Water Quality (ADWG) and the NSW Guidelines for Drinking Water Management Systems 2013 (NSW Health).

## 8. DOCUMENT CONTROL

Version No.	Details	Dates	CM9 Reference	Resolution No.
1	Initial Issue	25 May 2021 to	VF/21/34	

Council reserves the right to review, vary or revoke this policy at any time  
This Policy is scheduled for review in before 2025.

**Disclaimer:**

This document was formulated to be consistent with Murray River Council's legislative obligations and with the scope of Council's powers. This document should be read in conjunction with relevant legislation, guidelines and codes of practice. In the case of any discrepancies, the most recent legislation should prevail. This document does not constitute legal advice. Legal advice should be sought in relation to particular circumstances and liability will not be accepted for losses incurred as a result of reliance on this document.