

# Drinking Water Quality Management Plan Report 2022-2023

FLINDERS SHIRE COUNCIL

SPID: 51

This report has been prepared in accordance with the Guideline for the preparation, review and audit of drinking water quality management plans Version 3, 1 October 2022.

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## 1. Introduction

This is the Drinking Water Quality Management Plan (DWQMP) report for Flinders Shire Council (FSC) for the 2022-2023 fiscal year. FSC is a registered drinking water service provider with the Service Provider Identification (SPID) number 51. FSC is operating under an approved DWQMP to ensure the consistent supply of safe quality drinking water to protect public health. This is done through proactive identification and minimisation of public health related risks associated with drinking water. This DWQMP report includes:

- Information about compliance which the regulator requires under a report requirement
- The actions taken to implement the DWQMP
- The outcome of any review of the DWQMP in the financial year and how Council has addressed matters raised in the review
- The outcome of any audit of the DWQMP in the financial year and a summary of its findings and any recommendations
- Details of information given to the regulator under sections 102 (notice of noncompliance with water quality criteria) and 102A (notice of prescribed incidents) in the financial year
- Details of compliance with 'water quality criteria' for drinking water
- Details of any complaints to Council about Council's drinking water service

This report is submitted to the Regulator to fulfil our regulatory requirement and is also made available to our customers through our website or for inspection upon request at council office.

## 2. Summary of Scheme/s in Operation

Table 2.1 – Summary of Schemes

<b>Location</b>	<b>Water Source</b>	<b>Treatment processes</b>	<b>Towns supplied</b>
Hughenden	Bore 2	Chlorinated	Hughenden
	Bore 5		
	Bore 7		
	Bore 9		
Prairie	Bore	Chlorinated	Hughenden
Torrens Creek	Bore	Clarification, filtration & Chlorination	Torrens Creek
Torrens Creek – Emergency Supply	Bore	Clarification, filtration & Chlorination	Torrens Creek

## 3. DWQMP Implementation

Implementation of the DWQMP was carried on throughout the 2022 - 2023 financial year.

### Engineering team meetings

The Engineering team meets on a monthly basis to discuss engineering projects and operational works (including water and sewerage).

### SCADA Project meetings

The SCADA Project team has held fortnightly meeting to discuss the SCADA upgrade in the Shire.

### Progress in implementing the risk management improvement program

Flinders Shire Council's DWQMP includes a Risk Management Improvement Program (RMIP) which aims to manage any unacceptable residual risks identified by the hazard/risk assessment and improve parts of the plan where deficiencies in information did not allow the criteria to be completely and accurately addressed. The

RMIP identifies areas where Council could implement changes to manage hazards/risks and uncertainties. The program outlines interim, short-term, and long-term actions for Council to implement in order to manage the identified hazards/risks and uncertainties.

The actions undertaken to implement the risk management improvement program are given in Attachment 1.

#### **Regulator Visit**

The Department of Regional Development, Manufacturing and Water carried out a Targeted Compliance Inspection on the 2 November 2022. The progress of the key issues and actions / requirements to close them out are summarized in Attachment 2.

## **4. Operational and Verification Monitoring – Water Quality Information and Summary**

This section discusses the compliance with the water quality criteria through the use of the following table example:

**Table 4.1 – Verification Monitoring Table Example**

<b>Scheme name</b>	<b>Parameter</b>	<b>No. of samples required to be collected.</b>	<b>No of samples actually collected and tested</b>	<b>Operational criteria</b>	<b>No. of non-compliant samples (i.e., did not meet operational criteria)</b>	<b>Comments</b>

#### **Verification monitoring**

There has been a change to the parameters analysed in the verification monitoring. This change was made as a result of the difficulties experienced when sending samples via different Courier companies to Brisbane for analysis. Samples either arrived in Brisbane late or not at all, as a result samples are now analysed at Townsville Laboratory (NATA accredited lab).

Council has had issues recently with records have been lost through network storage issues in conjunction with key staff resignations. Council is currently in the process of confirming these results with the relevant laboratories and will continue monitoring water quality.

#### **Hughenden Water Scheme**

Available records are attached as Attachment 3.

#### **Prairie Water Scheme**

Available records are attached as Attachment 4.

#### **Torrens Creek Water Scheme**

Available records are attached as Attachment 5.

## 5. Incidents Reported to the Regulator

There have been no incidents reported to the regulator over the 2022-2023 financial year.

## 6. Customer Complaints

This section shows details on any complaints received about the drinking water service.

Complaint Type	Hughenden	Prairie	Torrens Creek	Stamford	TOTAL
Service complaints	13	4	0	0	17
Water quality complaints	14	0	0	0	14

### Dirty Water

The Dirty water complaints were a result of several burst water mains and the increase in chlorination in the township. Council continually flushed the reticulation mains during this time and daily chlorine sampling occurred. Disinfection levels were also increased and regularly monitored. Customers were advised of the reasons for the dirty water and were asked to report instances of dirty water to the plumber to enable a targeted flushing program. This request led to an increase in Customer complaints regarding this issue,

### Taste and Odour

All taste and odour complaints resulted from the increase in chlorination levels required by the Regulators and Queensland Health. Daily chlorine samples were taken during this time and regular updates were provided to both Qld Health and the regulators.

### Other

Complaints regarding excess water bills are included in this category.

## 7. DWQMP Review Outcomes

The review was completed in 2022. The review of the DWQMP was not accepted by the regulator.

## 8. DWQMP Audit Findings

The audit findings are in Attachment 2.