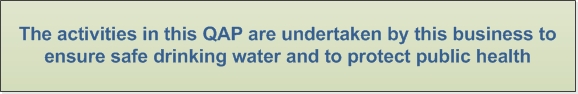
## Private Water Supply Quality Assurance Program (QAP)

****

**This QAP has been prepared by: (full name)**

**This QAP is for (business name and address):**

**Date completed:**

**Review date:**

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# Purpose

The purpose of this template is to help you develop a Quality Assurance Program (QAP) and comply with requirements set out in the *Public Health Act* 2010 and Public Health Regulation 2012.

The QAP is a living document that will be reviewed regularly. Your QAP should reflect the type of water supply system you manage, especially the water source and its end users.

# Instructions

1. Use the *NSW Private Water Supply Guidelines* (**link below**)to help you complete this template. These present information from the *Australian Drinking Water Guidelines* (ADWG 2011) for private water suppliers. They provide information to help manage your water supply and develop and maintain a QAP.

<http://www.health.nsw.gov.au/environment/water/Pages/private-supplies.aspx>

1. Follow the questions in the template to cover all elements relevant to your site.
2. Complete tables in this template to suit your water supply.
3. Write out or develop lists and procedures where prompted.
4. Provide a copy of your QAP to your local Public Health Unit.
5. Keep your QAP in a central place that is easily accessible to staff and others who may need to view it, such as officers of NSW Food Authority, your local Council and NSW Health.

**Tips for completing this template**

* You may need to involve other people (i.e. staff and filter supplier) on how to best manage your water supply as you complete each section of this template.
* You can add additional sections, information or records to those in this template to make your QAP complete.
* Ensure any changes that occur to the water supply system or any new risks identified through observations, equipment checks, incidents, or monitoring are added to the relevant section of the QAP.

Please contact your **local Public Health Unit (PHU)** and ask to speak with an Environmental Health Officer if you have any questions.

**PHU contact details:** <https://www.health.nsw.gov.au/Infectious/pages/phus.aspx>

The NSW Food Authority provides information for food businesses using non-reticulated water at: <http://www.foodauthority.nsw.gov.au/_Documents/retailfactsheets/non_reticulated_water.pdf> and <http://www.foodauthority.nsw.gov.au/retail>.

# Am I required to complete a QAP?

All suppliers, including operators that do not choose to monitor water quality, are required to develop and adhere to a QAP. If the water supply is not monitored or treated, and is not required to be of drinking water quality, operators may choose to manage their risk by placing signs at outlets to warn consumers. A QAP must still be developed and should include details on all signs. See the *NSW Private Water Supply Guidelines* for information on signs*.*

# Q1 Business contact details

|  |  |
| --- | --- |
| Property/business name |  |
| Business type |  |
| Do you serve vulnerable persons (healthcare/aged care or related) or children? |  |
| **Maximum number of people per day** |  |
| Owner / occupier | Full Name:  Role:  Contact numbers:  Email:  Address: |
| Business after-hours / emergency contact | Full Name:  Contact numbers:  Email:  Address: |
| Responsible person  (Primary contact) | Full Name:  Role:  Contact numbers:  Email:  Address: |
| Responsible person  (Secondary contact) | Full Name:  Role:  Contact numbers:  Email:  Address: |

**Please tick the boxes below if your business has potable (safe drinking) water requirements under legislation.**

|  |  |  |
| --- | --- | --- |
| **Business type** | **Tick box** | **Requirement** |
| Food business (i.e. manufacture, retail, home based, temporary) | ☐ | You are required to have potable water for food related activities, including cleaning. Businesses must be able to demonstrate that the water they use is safe. Potable (safe drinking) water must comply with the *Australian Drinking Water Guidelines.*  Consult the NSW Food Authority about licensing and/or notification requirements. |
| Manufactured homes estate, caravan park, camp ground or movable dwelling | ☐ | Water supplied for human consumption or domestic purposes in all accommodation classes except for primitive campsites must comply with the *Australian Drinking Water Guidelines.* |

# Q2 Describe the components of your water supply system

*Please delete any components that are not relevant.*

|  |  |  |
| --- | --- | --- |
|  | **Component** | **Description (from source to use)** |
| **Water sources –** tick relevant boxes | | |
| ☐ | Groundwater (bore or spring) |  |
| ☐ | Dam |  |
| ☐ | River / creek |  |
| ☐ | Rainwater (roof water) |  |
| ☐ | Carted water |  |
| **Treatment –** tick relevant boxes | | |
| ☐ | Filtration |  |
| ☐ | UV disinfection |  |
| ☐ | Chlorination |  |
| ☐ | First flush diverter (rainwater tanks) |  |
| ☐ | Other - specify |  |
| **Distribution –** tick relevant boxes | | |
| ☐ | Storage/header tank |  |
| ☐ | Pipes |  |
| ☐ | Pumps |  |
| ☐ | Other - specify |  |
| **Uses –** tick relevant boxes | | |
| ☐ | Drinking |  |
| ☐ | Food preparation (including washing of produce and cleaning of utensils and equipment) |  |
| ☐ | Personal hygiene (showers, toilets etc.) |  |
| ☐ | Clothes washing |  |
| ☐ | Other - specify |  |

# Q3 Draw a diagram of the water supply system

Draw a simple diagram of your water supply system. An easy way to do this is to walk through your site from the water source to the taps. Please also include septic tanks and treatment (if you have them).

**Sample** diagram in **APPENDIX A**

# Q4 Describe the risks to your water supply system and how they are monitored and controlled

Record your risks in the Water Supply Risk Assessment table (on page 8). Add as many lines as you need for your water supply following the six steps below.

A simple way to document any potential risks to your water supply is to make notes while drawing the water supply system for Q3. A list of common risks, controls and risk rankings to refer to are at **APPENDIX B**.

**Step 1**

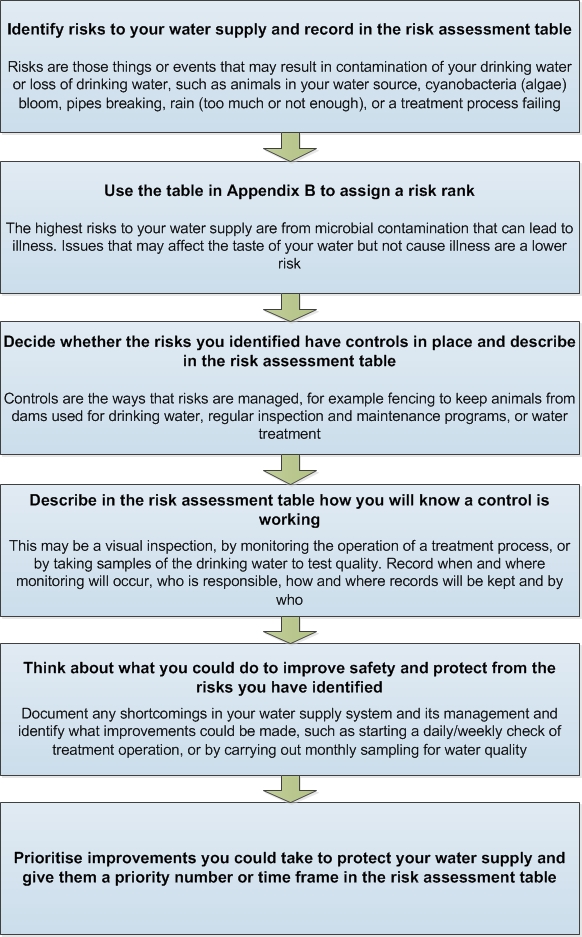
**Step 5**

**Step 4**

**Step 3**

**Step 2**

**Step 6**



***Please update your risks table if:***

* ***you become aware of a risk to your water supply that you have not recorded******, and/or***
* ***you have made improvements or changes to your water supply system.***

## Water Supply Risk Assessment Table (refer to APPENDIX B to help fill out risks that you think relate to your water supply)

| **Step 1** | **Step 2** | **Step 3** | | **Step 4** | **Step 5** | **Step 6** |
| --- | --- | --- | --- | --- | --- | --- |
| **Risk to water supply** | **Risk Rank** | **Is the risk controlled?** | **If Yes, describe control?** | **How is control monitored?** | **How can safety be improved?** | **Timeframe for improvements** |
|  | ☐High  ☐Medium  ☐Low | ☐Yes  ☐No  ☐Partly |  |  |  |  |
|  | ☐High  ☐Medium  ☐Low | ☐Yes  ☐No  ☐Partly |  |  |  |  |
|  | ☐High  ☐Medium  ☐Low | ☐Yes  ☐No  ☐Partly |  |  |  |  |
|  | ☐High  ☐Medium  ☐Low | ☐Yes  ☐No  ☐Partly |  |  |  |  |

# Q5 Public Health Regulation checklist

Please complete the below table to make sure that the rest of your QAP addresses sections of the Public Health Regulation relevant to your water supply.

|  |  |  |  |
| --- | --- | --- | --- |
| **Question** | **Tick box** | **If yes, fill out these tables** | **If no, please explain** |
| Do you carry out inspections and/or maintenance of your water supply? | ☐Yes  ☐No | **5.1** |  |
| Do you record your inspection and maintenance activities? | ☐Yes  ☐No | **5.2** |  |
| Does your water supply have mechanical equipment (this could be pumps, filters, parts, chemicals or treatment systems)? | ☐Yes  ☐No | **5.3** |  |
| Do you have written instructions from the manufacturer? | ☐Yes  ☐No | Attach to QAP |  |
| Do you have signs about the safety of drinking water? | ☐Yes  ☐No | **5.4** |  |
| Do you carry out any tests on your water (this could be checking UV is on, chlorine levels, any laboratory tests)? | ☐Yes  ☐No | **5.5** |  |
| Do you record your test results? | ☐Yes  ☐No | **5.6**  and attach laboratory reports to QAP |  |
| Do you top up your water supply with carted water? | ☐Yes  ☐No | **5.7** |  |
| Do you record any carter water delivery? | ☐Yes  ☐No | **5.7** |  |
| Do you have plans in case of emergencies? | ☐Yes  ☐No | **6.1** |  |
| Do you have emergency contacts? | ☐Yes  ☐No | **6.2** |  |
| Do you record any problems or emergencies when/if they happen? | ☐Yes  ☐No | **6.3** |  |

# Q6 Describe Your Management Actions and Record Keeping

Regular inspection and maintenance is essential to maintaining a well-functioning and safe water supply.

Please complete the following tables about your water supply system inspection and maintenance records, processes, equipment and results.

## 5.1 Planned water supply system inspection and maintenance program

Please complete the below table about items that will be inspected and maintained. Examples of inspections are included in **APPENDIX C**.

*Please add extra rows if required.*

|  |  |  |  |
| --- | --- | --- | --- |
| **What will be inspected and maintained?** | **How often?  (frequency or dates)** | **Person responsible for inspections and maintenance** | **Any equipment or procedures needed?** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## 

## 5.2 Water supply system inspection and maintenance records

Record every time a supply system item is inspected or maintained.

*Please add extra rows if required.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date and time** | **What was inspected?** | **Notes** | **Actions to be taken** | **Person responsible** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## 

## 5.3 Equipment details

Record details of pumps, parts, treatment systems and chemicals.

Include details of manufacturers, supplier and repairers. The manufacturer’s written instructions should be attached to your QAP.

*Please add extra rows if required.*

|  |  |  |
| --- | --- | --- |
| **Part / Equipment** | **Manufacturer** | **Supplier / Repairer  contact details** |
|  |  |  |
|  |  |  |
|  |  |  |

## 5.4 Sign posting

Please provided details of any signs used to communicate with customers. Signs may be permanent or temporary (such as during a problem or incident). Examples of warning signs can be found in the *NSW Private Water Supply Guidelines*.

Signs must be checked to ensure they are present and able to be read. See **APPENDIX D** for examples of signs.

*Please add extra rows if required.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sign location** | **Sign wording** | **Status** | **Inspection date** | **Any action taken** |
|  |  | ☐Permanent  ☐Temporary |  |  |
|  |  | ☐Permanent  ☐Temporary |  |  |
|  |  | ☐Permanent  ☐Temporary |  |  |

## 

## 5.5 Water quality monitoring program

Complete the below table on what will be monitored, when, where and by who.

Refer to the [*NSW Private Water Supply Guidelines*](https://www.health.nsw.gov.au/environment/water/Pages/NSW-private-water-supply-guidelines.aspx)for information on developing a monitoring program which is suitable for your system.

*Please add extra rows if required.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **What is to be monitored?** | **How often are tests to be taken? (frequency or dates)** | **Location of tests** | **Person responsible for performing the test** | **Equipment and procedures needed for performing the test** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## 

## 5.6 Water quality test results

Keep this table as a record of testing. Record each time water is tested, detailing what was tested, when, results and actions in the below table. Attach any laboratory reports to your QAP.

*Please add extra rows if required.*

| **Date and time** | **Where was test taken from?** | **Type of test taken** | **Test Result** | **Any action taken** | **Person Responsible** |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## 

## 5.7 Records of water provided by a water carter

Record each time drinking water is provided by a water carter and added into the water supply system in the below table.

*Please add extra rows if required.*

|  |  |  |
| --- | --- | --- |
| **Date and time** | **Name and details of water carter** | **Volume of water purchased** |
|  |  |  |
|  |  |  |
|  |  |  |

## 5.8 Chlorination records

If chlorine is used, record the details in the table below.

For guidance on the safe use of chlorine see Chapter 5 of the [*NSW Private Water Supply Guidelines*](https://www.health.nsw.gov.au/environment/water/Pages/NSW-private-water-supply-guidelines.aspx)*.*

*Please add extra rows if required.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date and time** | **Volume of water treated (litres)** | **Amount of chlorine added** | **Free chlorine test result (mg/L)\*** | **Person responsible** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

\*mg/L = milligrams per litre, this is the same as ppm (parts per million)

## 

# Q6 Describe your contingency and emergency planning

In this section, please document what would happen:

* if there was a problem with an important part of the water supply system
* in response to a failed water quality test
* in response to customer complaints regarding water quality
* in response to any other issue
* to ensure all people responsible for the water supply system have the knowledge and skills to run the system, e.g. training temporary managers

Refer to:

* **APPENDIX E: What is a water quality incident?**
* Factsheet on managing water quality incidents: <http://www.health.nsw.gov.au/environment/water/Pages/private-supplies.aspx>

*Your local Public Health Unit should be contacted if something goes wrong with your water supply.*

## 6.1 Contingency plan

*Please add extra rows if required.*

|  |  |
| --- | --- |
| **Issue** | **Likely actions that could be taken** |
|  |  |
|  |  |
|  |  |

## 

## 6.2 Emergency contacts

Please record details of who to contact in an emergency, who to call for advice and important local contractors. Keep these in an easily accessible place.

*Please add extra rows if required.*

|  |  |  |
| --- | --- | --- |
| **Contact** | **Name** | **Phone number** |
| **Public Health Unit** |  | 1300 066 055 |
| **Local Council** |  |  |
| **Plumber** |  |  |
| **Tank Cleaner** |  |  |
| **Water Carter** |  |  |
| **Chlorine Supplier** |  |  |
| **Electrician** |  |  |

## 6.3 Incident records

Please record any customer complaints, incidents, issues, problems or emergencies that have occurred and what was done to fix the situation. These issues are important as they can impact water quality.

*Please add extra rows if required.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Date and time** | **Incident** | **Notes and corrective actions** | **Person Responsible** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# APPENDIX A: Sample diagram of a water supply system

Creek

Pump

Pump

On-site sewage disposal area

downhill of creek

Pump

Shed

**Water supply source 2 - Rainwater**

**Water supply source 1 – Creek water**

Ultraviolet disinfection

Pre-filtration

First Flush diverter

Accommodation building

Uses of treated rainwater

* Kitchen taps
* Drinking water taps

Uses of untreated creek water

* Toilet flushing
* Laundry
* Garden outlets
* Hand basins
* Showers

Warning signs in bathrooms alerting that water is untreated

First Flush diverter

## 

# APPENDIX B: Example water quality risks, control measures and risk rank

| **Component** | **Potential source of contamination** | **Control measures** | **Risk rank** |
| --- | --- | --- | --- |
| **Water Source** | | | |
| **Rain water** | Roof and gutters (animal droppings) that may cause disease | • First flush device  • Regular cleaning of roof and gutters  • Removal of overhanging branches  • Regular inspections  • Water treatment (disinfection) | High |
| **Rain water** | Roof and gutters (build-up of leaves, dirt) causing taste and odour | • First flush device  • Regular cleaning of roof and gutters  • Removal of overhanging branches  • Regular inspections  • Water treatment (filtration) | Low |
| **Rain water** | Roof and gutters contaminated with ash from bushfire causing taste and odour | • First flush device  • Water treatment (filtration) | Low |
| **Rain water** | Roof and gutters contaminated with chemicals from over spraying or spray drift | • First flush device  • Water treatment (filtration) | Medium |
| **Rain water** | Roof material (e.g. lead-based paint, lead flashing, bitumen-containing products, treated timber, peeling paint) that may cause chemical contamination | • Don’t collect water from roofs painted with lead paint, bitumen or with lead flashing  • Remove or treat lead flashing  • Seal any exposed treated timber  • Test the water for chemicals and treat if necessary (filtration) | Medium |
| **Rain water** | Water carting required due to low water level | • Use a water carter with a QAP that is known by their local council | Low |
| **Surface water (dams, creeks and rivers)** | Surrounding land use (e.g. farming, wildlife, vermin, urban areas, sewage discharges) that may cause disease | • Protect surface water source against livestock (fencing), septic tanks/sewage overflows  • Water treatment (filtration and disinfection) | High |
| **Surface water** | Surrounding land use (e.g. industry, farming, mining) that may cause chemical contamination | • Protect water source from runoff (maintain bank vegetation, be aware of upstream activates)  • Test the water for chemicals and treat if necessary (filtration) | Medium |
| **Surface water** | Animal and human activities in the water that may cause disease | • Fence water storage or off-take area  • Don’t permit swimming or public access near off-take area  • Water treatment (filtration and disinfection) | High |
| **Surface water** | Algal blooms (cyanobacteria) that may be toxic making water unsuitable to use for any purpose | • Protect water source from runoff (maintain bank vegetation, be aware of upstream activates)  • Assist water movement (aerator pumps in dams)  • Cease use of water and speak with PHU for advice  • Have contingency plans in place for alternative water sources such as water carting and bottled water  • Have signs reading to advise the public not to use algal affect water  •Have water treatment in place if water source is prone to algal blooms (filtration and chlorination) | High |
| **Groundwater (bore, well, spring)** | Surface water seepage into bore | • Raise bore heads above ground level and mound up ground around bore head  • Ensure bore covers and casing are intact  • Regular inspections | Medium |
| **Groundwater** | Groundwater is influenced by surface water which may lead to contamination that may cause disease | • Ensure bores are drilled and cased following standards and requirements  • Ensure bore covers and casing are intact  • Regular inspections  • Observe groundwater levels during rain to assess influence  • Seek expert advice  • Water treatment (filtration and disinfection) | High |
| **Groundwater** | Sub-surface contamination (e.g. from farming, septic systems, sewage) that may cause disease | • Extract groundwater from places where sub-surface contaminants are unlikely (deep, away from other land uses)  • Groundwater source is at least 200 metres from any wastewater disposal systems  • Water treatment (disinfection) | High |
| **Groundwater** | Sub-surface contamination (natural or from industry, mining) that may cause chemical contamination or taste and odour | • Be aware of other land uses that may contaminant the groundwater  • Test the water for chemicals and treat if necessary | Medium |
| **Water Storage and Distribution** | | | |
| **Tank** | Insect, birds, vermin and animals in system | • Screen all inlets and outlets to the tank  • Regular inspections of tank, roof and gutters | High |
| **Tank** | Build up of sludge in tank, dirt in inlet  strainers or insect screens | • Regular inspection, cleaning and maintenance program | Medium |
| **Tank** | Tank materials (e.g. pH of water in concrete tanks, high metals from metallic tanks) | • Materials in contact with water comply with relevant Australian Standards  • Chemical adjustment of pH in new concrete tanks may be necessary | Medium |
| **Plumbing** | Backflow water (e.g. from animal water  troughs) | • Backflow prevention device | Medium |
| **Plumbing** | Pump and plumbing materials | • All materials in contact with water comply with  AS/NZS 4020:2005 | Low |
| **Plumbing** | Leaching from bore casings, pipes or  plumbing materials | • All materials in contact with water comply with  AS/NZS 4020:2005  Flush standing water at irregularly used fixtures | Medium |
| **Pumps** | Pump failure leading to low or no water (could cause dirty water by stirring sediment in tanks/pipes or no water supply) | • Have contingency plans in place for pump failure e.g. emergency electrician contact  • When water supply is returned to normal flush system to ensure clean water is reaching taps  • Have contingency plans in place for alternative water supply e.g. bottled water or water carting | Low |
| **Water Treatment** | | | |
| **Filters** | Wrong filter type used causing taste and odour | • Ensure filters are certified for taste and odour removal (NSF42)  • Check manufacturer has evidence to support claims | Low |
| **Filters** | Wrong filter type used which may not protect from contamination that may cause disease | • Ensure filters are certified for microbial reduction (NSF53) with appropriate filter pore size  • Check manufacturer has evidence to support claims | High |
| **Filters** | Filters used outside of operating limits or expired which may not protect from contamination that may cause disease | • Ensure filters are certified (AS/NZS4348, 3497, Watermark®)  • Use a certified plumber for installation  • Follow manufacturer guidance for operating requirements  • Follow manufacturer guidance for maintenance and filter replacement | High |
| **UV Disinfection** | UV system used outside of operating limits, UV lamp not replaced after prescribe operating hours or UV protective sleeve dirty, which may prevent disinfection of the water that may cause disease | • Use certified UV system (AS/NZS4348, 3497, Watermark®)  • Use a certified plumber for installation  • Install pre-filter to ensure water is less than 1 NTU turbidity  • Follow manufacturer written instructions for operating requirements  • Follow manufacturer written instructions for replacement of UV lamp  • Follow manufacturer written instructions for routine cleaning and maintenance of the UV lamp protective sleeve | High |
| **UV Disinfection** | UV system not operating satisfactorily which will not protect from contamination that may cause disease | • Carry out daily check of UV lamp operation and record inspection time and date  • Follow manufacturer written instructions for operating requirements  • Follow manufacturer written instructions for maintenance and UV lamp replacement  • Have contingency plans in place for alternative water supply in case of power failure e.g. bottled water  • Keep spare UV lamp and protective sleeve | High |
| **Chlorine disinfection** | Not achieving 0.5 mg/L free chlorine after dosing which may not protect from contamination that may cause disease | • Check use by dates of chlorine, may be expired and lower in strength  • Use fresh chlorine  • Follow procedures in Private Water Supply Guidelines, check calculations  • Install pre-filter to ensure water is less than 1 NTU turbidity  • May be contamination present in tank or pipes consuming chlorine – inspect for vermin access  • Have contingency plans in place for inadequate chlorine disinfection and/or vermin e.g. boiling water or bottled water, signs | High |

# APPENDIX C: Suggested water supply system inspections

A range of inspections may need to be conducted on different parts of the water supply system. Possible inspections include:

**Water source––river, creek, dam and bore water**

* Check upstream for contamination (monthly or after heavy rains)
* Check upstream during warmer months for blue-green algae blooms (weekly)
* Check the intake area (monthly)
* Check the fenced livestock area (monthly)
* Check well head is secure and free from water (monthly or after heavy rains)
* Check maintenance and operation of pump (annually)

**Tank**

* Check inlet and outlet screens (3 monthly)
* Check access covers (3 monthly)
* Clear strainer for debris (3 monthly and also after heavy rains)
* Check presence of mosquito larvae in tank water (3 monthly)
* Check structural condition (annually)
* Check sludge level and internal cleanliness (every 2 years or as required)
* Check roof condition and ensure no overhanging trees (3 monthly)

**Distribution system**

* Check plumbing/piping is fully operational and well-maintained (annually)
* Check treatment system is operating as per manufacturers written instructions
* Replace filters (as per manufacturer’s advice or earlier if a decrease in water flow is noticed)
* Test chlorine level is at or above 0.5 mg/L (regularly as per *Private Water Supply Guidelines*)
* Check UV lamp is operating (daily)
* Check UV lamp protective sleeve is visually free from scum (as per manufacturer written instructions)
* Replace UV lamp (as per manufacturer written instructions)
* Follow manufacturer written instructions on routine maintenance of UV system
* Other treatment (as per manufacturer written instructions)

# APPENDIX D: Examples of warning signs where water is not being monitored, treated and/or treated

## Example 1 - Water quality advice sign (in each room and all outlets in public areas)



## Example 2 - Rainwater sign (prominently displayed at the property so that consumers know rainwater is used)



# APPENDIX E: What is a water quality incident?

An incident is when something happens to make your water unsafe, or if test results show *E. coli*. This means you are providing water to the public that might make them ill, you can’t provide any water, or your customers are complaining about your water. The **below diagram** shows some types of incidents, what can cause each incident, and what to investigate.

# How to prevent and manage incidents

It is important to prepare and plan for incidents and emergencies before they happen.

* Make sure your QAP is up to date and accurately reflects how your water system works in real life. Make sure all people in your business responsible for the water supply understand the role they play in protecting public health.
* If you have a tank, have a plan to manage holes or evidence that birds or vermin can, or have entered, (i.e. information on how to treat your water with chlorine).
* Make sure your emergency contact list is up to date so you can call a plumber or electrician to fix broken pipes, fix failed water treatment, or clean a contaminated tank.
* Contact your local public health unit to talk with an environmental health officer when an incident occurs and if there is an ongoing risk from your drinking water.
* If you regularly test your water for *E. coli*, ask the laboratory to contact you straight away if *E. coli* is found so you can act quickly to protect people from getting sick.
* Have safe water such as bottled water readily available, kettles to boil water and the name of a local water carter that is registered with the local council on hand.
* Have signs available, or download them from <http://www.health.nsw.gov.au/environment/water/Pages/private-supplies.aspx>, to warn people about the water during an incident. Know where you need to put signs to make sure everyone knows what to do.
* Write down everything that happened and what steps your took to return your water supply to its safe operation so you can learn and make future improvements if needed.