



**Drinking Water Quality Management Plan Report**  
**QUILPIE SHIRE COUNCIL**

SPID: 108

***2018-2019***

This report has been prepared in accordance with the Drinking Water Quality Management Plan Report Guidance Note.

## Table of contents

<b>1</b>	<b>Introduction .....</b>	<b>2</b>
<b>2</b>	<b>Summary of scheme/s operated .....</b>	<b>2</b>
<b>3</b>	<b>DWQMP implementation .....</b>	<b>2</b>
<b>4</b>	<b>Verification monitoring - water quality information and summary .....</b>	<b>7</b>
<b>5</b>	<b>Incidents reported to the regulator .....</b>	<b>11</b>
<b>6</b>	<b>Customer complaints.....</b>	<b>11</b>
<b>7</b>	<b>DWQMP review outcomes .....</b>	<b>12</b>
<b>8</b>	<b>DWQMP audit findings .....</b>	<b>12</b>

## Table of tables

Table 1 – Summary of schemes .....	2
Table 2 – Risk management improvement program implementation status.....	5
Table 3 – Drinking water quality performance - verification monitoring .....	7
Table 4 – E. coli compliance with annual value .....	9
Table 5 – Incidents reported to the regulator .....	11
Table 6 – Customer complaints about water quality .....	11
Table 7 – DWQMP review outcomes.....	
Table 8 – DWQMP audit findings and status .....	

## 1 Introduction

This is the Drinking Water Quality Management Plan (DWQMP) report for Quilpie Shire Council (QSC) for the financial year 2018-2019.

This report is overdue and Council apologises for this occurring. The reason (whilst not an excuse) is that the Officer assigned to do this work neglected to do so and has since left the organisation.

QSC is a registered service provider with identification (SPID) number 108. QSC is operating under an approved DWQMP to ensure consistent supply of safe quality drinking water in order to protect public health. This is done through proactive identification and minimisation of public health related risks associated with drinking water. The DWQMP is currently being reviewed (February 2020) and will be reissued in 2020. This is overdue but was current for the 2018-2019 year.

This DWQMP report includes:

- ✓ the activities undertaken over the financial year in operating our drinking water service
- ✓ drinking water quality summary
- ✓ summary of our performance in implementing our approved DWQMP

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 operated

**Table 1 – Summary of schemes**

<b>Scheme</b>	<b>Water Source</b>	<b>Treatment processes</b>	<b>Treatment capacity</b>	<b>Towns supplied</b>
Quilpie	Bore	NIL/ no disinfection*	N/A	Quilpie
Eromanga	Bore	Reverse Osmosis & Chlorine Dosing System	20kL	Eromanga

\*The artesian bore water is at a high temperature which precludes disinfection.

## 3 DWQMP implementation

The actions undertaken to implement the DWQMP are summarised below.

Council continues to distribute the fact sheet provided by Queensland Health – *Naturally Occurring Fluoride in Quilpie’s Drinking Water*. This is available on QSC’s website under Services.

[\(https://quilpie.qld.gov.au/quilpie-services/water-supply/\)](https://quilpie.qld.gov.au/quilpie-services/water-supply/)

Water and sewerage staff meet daily on work days to discuss water and sewerage issues. They are a small team of four people.

Following the report on the assessment of QSC drinking water service carried out on 12-13 April 2018, key personnel met to discuss key issues and recommendations, the following table addresses each key issue

Key Issue	Action Recommended	Action
Council's in-house E.coli test equipment and all related consumables is currently located in an open environment in a corner of the works shed	<ul style="list-style-type: none"> <li>• Council should develop a dedicated laboratory area where all in-house test equipment and consumables are stored.</li> <li>• Council should also consider and purchase a dedicated refrigerator to store drinking water samples and related consumables.</li> </ul>	Further staff changes may necessitate other testing options in the future.
The DWQMP refers to 'engage RO specialist to implement critical maintenance on ongoing basis' in the table 5-10 Eromanga Risk Management Improvement Program	<ul style="list-style-type: none"> <li>• If council has completed the action, the current status should be included in the DWQMP Report 2017/18 due by 18 December</li> </ul>	Civil Mech Solutions attended the RO plant in April 2017 to address critical issues. Mak Water have been engaged to assist Council to rectify ongoing issues and adjust and modify current maintenance procedures. Water staff have completed Operate and Control Desalination Processes course.  <b>This action is complete.</b>
The approved DWQMP does not reflect actual verification monitoring practice in Eromanga Scheme	<ul style="list-style-type: none"> <li>• Amend the Table 6-4 Verification Monitoring in DWQMP to reflect the actual practice.</li> <li>• Council must amend its approved DWQMP and apply for its approval, if any changes are made to its current verification monitoring program</li> </ul>	The review of the DWQMP is currently being carried out by George Bourne and Associates (February 2020). The new plan will be submitted to the Regulator by April 2020.
Incident/Emergency level description in the DWQMP do not represent actual practice.	<ul style="list-style-type: none"> <li>• Amend the DWQMP to update incident level descriptions, responsible positions and summary of actions; as appropriate, to reflect actual circumstances.</li> </ul>	The review of the DWQMP is currently being carried out by George Bourne and Associates (February 2020). The new plan will be submitted to the Regulator by April 2020.
OFI'S	Action Recommended	Action
Water and Sewerage staff were not aware of relevant Queensland Health public health unit (PHU) contacts	<p>Make contact with Darling Downs PHU to:</p> <ul style="list-style-type: none"> <li>• introduce all relevant council staff involved in management and operation of drinking water service (this is to ensure if key council staff are away then other staff are able to communicate); and</li> <li>• verify currency of Boil Water Alert template and Fluoride factsheet</li> </ul>	<p>Boil Water Alert updated – DOC ID 164341</p> <p>Fluoride Fact Sheet is unique to Quilpie and is available on Council's website. <a href="https://quilpie.qld.gov.au/quilpie-services/water-supply/">https://quilpie.qld.gov.au/quilpie-services/water-supply/</a></p> <p>PHU contact details are displayed near the testing equipment.</p>

		<b>This action is complete.</b>
E. coli monitoring is compliant with the Public Health Regulation 2005, but considered Inadequate.	<ul style="list-style-type: none"> <li>Review current sampling locations for Eromanga and Quilpie and rationalise the monitoring program so that the entire reticulation is adequately sampled.</li> <li>Council must amend its approved DWQMP and apply for its approval, if any changes are made to its current verification monitoring program</li> </ul>	The review of the DWQMP is currently being carried out by George Bourne and Associates (February 2020). The new plan will be submitted to the Regulator by April 2020.
The accuracy of the incubator temperature should be verified at regular intervals	<ul style="list-style-type: none"> <li>Council should regularly engage a contractor to check, maintain and as necessary, re-calibrate the incubator to ensure its effective operation</li> </ul>	To be considered
The four raw water bores in Eromanga scheme did not appear to have a dedicated sample tap.	<ul style="list-style-type: none"> <li>Council should consider installing a permanent sample tap at each bore in Eromanga (similar to Quilpie town bores) to assist council staff collecting raw water samples(s)</li> </ul>	Sample taps have been installed. <b>This is complete.</b>
Eromanga water supply system map in the DWQMP should be updated to reflect current practice.	<ul style="list-style-type: none"> <li>Amend the DWQMP to correct the naming of Eromanga's bores 1 and 2. This change can be approved, by Regulator agreement, under section 99A of the Act and once made, Council should apply to the Regulator by email to <a href="mailto:drinkingwater.reporting@dnrme.qld.gov.au">drinkingwater.reporting@dnrme.qld.gov.au</a>, for approval of this minor change.</li> <li>Amend the Eromanga water supply system map in the DWQMP to include verification monitoring sample locations. If this change is only to update the map with existing sample locations, an email to request the Regulator's agreement under section 99A will suffice. If additional E. coli sampling sites or the frequency of sampling is changed in the DWQMP, an application to approve these changes under section 100 of the Act is required.</li> </ul>	The review of the DWQMP is currently being carried out by George Bourne and Associates (February 2020). The new plan will be submitted to the Regulator by April 2020.

All other recommendations listed in the Assessment of the Operation of the Quilpie and Eromanga Drinking Water Supply Systems will be reviewed and considered during the review of the DWQMP which will be submitted in April 2020.

The actions undertaken to implement the risk management improvement program are discussed in Table 2.

**Table 2 – Risk management improvement program implementation status**

Scheme name	Ref	Component	Improvement actions	Target date	Actions taken to date	Status and revised target date	Responsible Officer / Position
Quilpie	Q1	Bore	Distribute fact sheet to the community informing them of potential health risks.	July 13	Fact sheet remains on Council's corporate website, and a public notice is displayed yearly on strategically placed public notice boards.	Ongoing November 30 each year	Chief Executive Officer
	Q2	Bore & Distribution System & Sourcing Infrastructure	Update Operational & Maintenance Procedures	June 2018	Update O & M procedures to address deficiencies such as operational monitoring data capture, backup staffing to achieve monitoring at required frequencies and safe work	Reviewed & updated October 2018. Will be incorporated into DWQMP update due April 2020.	
		Distribution System & Sourcing Infrastructure			Update O & M Procedures to include safe practices for maintenance and repair of water mains	Reviewed & updated. Additional Safe Work Method Statements in addition to those listed are available in Council Electronic Records Management System	
	Q3	Whole of system	Develop roles and responsibilities for operational and administrative duties	April 2018		<b>Complete Doc ID164387</b>	
	Q4	Whole of system	Develop DWQM Document register & Review DWQM Documentation ensuring correct document control.	March 2018		<b>Complete Doc ID 164386</b>	
	Q5	Whole of system	Develop training matrix for operational staff to be implemented.	June 2019		Annual training management plan is done for all water and sewerage staff. New planning commenced 25/02/20	
Eromanga	E1	Bore	Update Operational & Maintenance	June 2018	Update O & M procedures to address deficiencies such as operational	Reviewed & updated October 2018.	

Scheme name	Ref	Component	Improvement actions	Target date	Actions taken to date	Status and revised target date	Responsible Officer / Position
		& Distribution System & Sourcing Infrastructure	Procedures		monitoring data capture, backup staffing to achieve monitoring at required frequencies and safe work	To be incorporated into revised DWQMP due April 2020.	Chief Executive Officer
		Distribution System & Sourcing Infrastructure			Update O & M Procedures to include safe practices for maintenance and repair of water mains	Reviewed & updated. Additional Safe Work Method Statements in addition to those listed are available in Council Electronic Records Management System	
	E2	Treatment Plant	Engage RO specialist to implement critical maintenance on ongoing basis		Private contractor approached to perform works	<b>Works completed</b>	
	E3	Whole of system	Develop roles and responsibilities for operational and administrative duties	April 2018	R & R completed	<b>Complete Doc ID164387</b>	
	E4	Whole of system	Develop DWQM Document register & Review DWQM documentation ensuring correct document control.	March 2018		<b>Complete Doc ID 164386</b>	
	E5	Whole of system	Develop training matrix for operational staff to be implemented.	June 2019		Annual training management plan is done for all water and sewerage staff.	

## 4 Verification monitoring - water quality information and summary

This section discusses the compliance with the water quality criteria.

**Table 3 – Drinking water quality performance - verification monitoring**

Scheme name	Parameter	No. of samples required to be collected (as per the approved DWQMP)	No. of samples actually collected and tested	Water quality criteria (i.e. ADWG health guideline value)	No. of non-compliant samples	Comments
Quilpie	Nitrate	4	8	50	0	
	Sulphate	4	8	500	0	
	Fluoride (naturally occurring)	4	8	1.5	7*	No action taken as fluoride in Quilpie water is naturally occurring. This is an ongoing incident, ID <b>DWI-7-108-00003</b> .
	Aluminium (acid-soluble)	4	8	n/a	0	
	Boron	4	8	4	0	
	Copper	4	8	2	0	
	Iron	4	8	n/a	0	
	Manganese	4	8	0.5	0	
	Zinc	4	8	n/a	0	
	pH	4	8	6.5-8.5 aesthetic	1	8.52 on one test
	Turbidity	4	8	5 aesthetic	0	
	Escherichia coli (E.coli) Public Health Regulation 2005	12	26	0	0	

Scheme name	Parameter	No. of samples required to collected (as per the approved DWQMP)	No. Of samples actually collected and tested	Water quality criteria (i.e. ADWG health guideline value)	No. of non-compliant samples	Comments
Eromanga	Nitrate	4	15	50	0	
	Sulphate	4	15	500	0	
	Fluoride (naturally occurring)	4	15	1.5	0	
	Aluminium (acid-soluble)	4	15	n/a	0	
	Boron	4	15	4	0	
	Copper	4	15	2	0	
	Iron	4	15	n/a	0	
	Manganese	4	15	0.5	0	
	Zinc	4	15	n/a	0	
	pH	4	15	6.5-8.5 aesthetic	0	
	Turbidity	4	15	5 aesthetic	0	
	Chlorine	52	175	9	0	
	Escherichia coli (E.coli) Public Health Regulation 2005	12	26	0	0	

Table 4. *E. coli* compliance with annual value

Drinking water scheme: Quilpie

Year	2018 to 2019											
Month	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No. of samples collected	2	2	2	2	2	2	2	2	2	2	2	2
No. of samples collected in which <i>E. coli</i> is detected (i.e. a failure)	0	0	0	0	0	0	0	0	0	0	0	0
No. of samples collected in previous 12 month period	24	24	24	24	24	24	24	24	24	24	24	24
No. of failures for previous 12 month period	0	0	0	0	0	0	0	0	0	0	0	0
% of samples that comply	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Compliance with 98% annual value	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES

**CALCULATE PERCENTAGE USING A TWELVE (12) MONTH 'ROLLING' ANNUAL VALUE**

The *Public Health Regulation 2005* (the regulation) requires that 98 per cent of samples taken in a 12 month period should contain no *E. Coli*. This requirement is referred to as the 'annual value' in Schedule 3A of the regulation.

This requirement comes into effect once you have 12 months data and should be assessed every month based on the previous 12 months data (so that it is a 'rolling' assessment).

Drinking water scheme: Eromanga

<i>Year</i>	<i>2018 to 2019</i>											
<i>Month</i>	<i>July</i>	<i>Aug</i>	<i>Sept</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>
<b>No. of samples collected</b>	2	2	2	2	2	2	2	2	2	2	2	2
<b>No. of samples collected in which <i>E. coli</i> is detected (i.e. a failure)</b>	0	0	0	0	0	0	0	0	0	0	0	0
<b>No. of samples collected in previous 12 month period</b>	24	24	24	24	24	24	24	24	24	24	24	24
<b>No. of failures for previous 12 month period</b>	0	0	0	0	0	0	0	0	0	0	0	0
<b>% of samples that comply</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Compliance with 98% annual value</b>	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES

**CALCULATE PERCENTAGE USING A TWELVE (12) MONTH 'ROLLING' ANNUAL VALUE**

The *Public Health Regulation 2005* (the regulation) requires that 98 per cent of samples taken in a 12 month period should contain no *E. Coli*. This requirement is referred to as the 'annual value' in Schedule 3A of the regulation.

This requirement comes into effect once you have 12 months data and should be assessed every month based on the previous 12 months data (so that it is a 'rolling' assessment).

## 5 Incidents reported to the regulator

The incidents reported to the regulator and management actions undertaken over the financial year are provided in this section.

**Table 5 – Incidents reported to the regulator**

Incident date	Scheme / location	Parameter / issue	Preventive actions
14/09/17	Quilpie	Fluoride	No action taken as fluoride in Quilpie water is naturally occurring. This is an ongoing incident, ID <b>DWI-7-108-00003</b> .
14/12/17	Quilpie	Fluoride	No action taken as fluoride in Quilpie water is naturally occurring. This is an ongoing incident, ID <b>DWI-7-108-00003</b> .
14/06/18	Quilpie	Fluoride	No action taken as fluoride in Quilpie water is naturally occurring. This is an ongoing incident, ID <b>DWI-7-108-00003</b> .

## 6 Customer complaints

This section discusses details of any complaints received about the drinking water service. The complaints if received are noted in the monthly Status Report presented each month to the Council. No complaints were received for water quality issues during the report period. Normal breakage and leakage complaints are not part of this reporting but are reported to Council monthly.

**Table 6: customer complaints about water quality**

Scheme	Health concern	Dirty water	Taste and odour	Other
Quilpie	0	0	0	0
Eromanga	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## **7 DWQMP review outcomes**

No review was conducted during the reporting period 1/7/18 to 30/6/19 as the DWQMP amendment was approved in February 2018.

A full review of the DWQMP is currently underway and will be submitted to the Regulator in April 2020 as afore mentioned.

## **8 DWQMP audit findings**

No audit was conducted during the reporting period 1/7/18 to 30/6/19 as the DWQMP amendment was approved in February 2018