Drinking Water Service Annual Report 2025-26FY

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A. Improvement Plan progress

EXECUTIVE SUMMARY

Registered drinking water suppliers in Queensland (QLD) are required under the *Water Supply (Safety and Reliability) Act 2008* (the Act), Section 93(3), to operate under an approved Drinking Water Quality Management Plan (DWQMP) with the aim of providing safe drinking water to protect public health. Under Section 142 of the Act, they are also required to prepare and submit to the Regulator each financial year, a Drinking Water Service Annual Report. This is to demonstrate satisfactory implementation of their DWQMP (including any Conditions) and drinking water performance.

Quilpie Shire Council (QSC or Council) is a registered Drinking Water Service Provider (SPID 108), and this Drinking Water Service Annual Report (Annual Report) documents the performance in implementing their DWQMP (October 2022) for the 2025-26 financial year (FY).

QSC operates two drinking water schemes, one for each township of Quilpie and Eromanga. The drinking water supply schemes are comprised of bores, a water treatment plant (Eromanga), pump stations, service reservoirs and a distribution network. Adavale is a township in the QSC area and is supplied with non-potable water only hence does not form part of this Annual Report.

Council has undertaken effective risk management to ensure the supply of safe drinking water. There were no *E. coli* detections during the reporting period, indicating supply of safe drinking water to their community. However, not all planned testing was undertaken, which was identified as a major non-compliance in the May 2025 audit report. In August 2026, Council undertook a review of the monitoring records, towards the goal of rectifying this issue.

With the exception of fluoride at the Quilpie scheme, there were no parameters which exceeded their respective ADWG health guidelines, although there were a few which exceeded ADWG aesthetic guidelines. This indicates good overall water quality. In consultation with QLD Health, QSC provides information leaflets to the community to address any concerns regarding the fluoride levels which were slightly above the ADWG health limit of 1.5 mg/L.

There were no incidents or events reported by Council during 2025-26FY. Additionally, there were no water quality complaints received via the complaints management process. No formal DWQMP audit was required to be conducted during the financial year, with the next formal audit being due by 1 July 2029. The QSC Customer Service Standard was last reviewed and published in December 2025, with improved context and listing of the township water supply details, and enhanced clarity of performance targets and processes.

A regulatory review of QSC's DWQMP was required by 1 December 2025 and was conducted in November 2025. It was determined that certain aspects of the current approved DWQMP are outdated and therefore, a DWQMP Amendment is required. The updated DWQMP has now been submitted on 24 September to the Regulator, ahead of the formal submission deadline of 30 September 2026.

1. INTRODUCTION

This is the Drinking Water Quality Management Plan (DWQMP) Drinking Water Service Annual Report for Quilpie Shire Council (QSC or Council) for the financial year of 2025-26.

The DWQMP has been established and is being adhered to, in order to protect public health through the identification and minimisation of public health related risks associated with drinking water. QSC is operating under an approved DWQMP (2022), with the approval granted by the Department of Local Government, Water and Volunteers (DLGWV). An amended plan is currently under Regulator review.

This Annual Report summarises QSC's drinking water quality performance for the reporting period and progress on the implementation of the Risk Management Improvement Plan (RMIP). The report is made available to customers on Council's website and for inspection upon request at the Council office.

1.1. Scope

The Annual Report has been prepared to fulfil the legislative DWQMP reporting requirements set out in the *Water Supply (Safety and Reliability) Act 2008* (the Act).

1.2. Purpose

This Annual Report aims to:

- be a reference document for the Regulator, as well as customers, on Council's performance in relation to the DWQMP reporting obligations under the Act, for the reporting period;
- provide a summary of Council's performance in implementing the DWQMP.

2. SCHEME OPERATED

With the introduction of the Act, water services providers are required to register as a drinking water service provider for the delivery of a drinking water service. Council is a registered Drinking Water Service Provider with the service provider identification (SPID) number of 108.

QSC manages two (2) water supply schemes:

- Quilpie Water Supply Scheme
- Eromanga Water Supply Scheme

Quilpie water scheme sources its water from two deep artesian bores with no treatment prior to supplying it directly to the community. The source water temperature is very high (60+°C) and hence is considered an effective control against most pathogens.

The Eromanga water scheme sources water from four sub-artesian bores, which undergoes treatment before it is distributed to the community. Details of each scheme are summarised in Table 1.

Table 1 - Summary of Drinking Water Schemes.

Town (Scheme)	Water Source	Treatment Processes
Quilpie (Quilpie Scheme)	2 x Artesian Bores	No additional treatment. Direct supply.
Eromanga (Eromanga Scheme)	4 x sub-artesian Bores	Filtration, UV, Reverse Osmosis & chlorination

3. DWQMP IMPLEMENTATION

The implementation of the DWQMP is discussed in this section and captured in the other sections that follow.

3.1. Risk Management

The process of keeping drinking water safe is one of risk management. Through efficient operations and implementation of the DWQMP, Council has ensured effective risk management to assure safe quality of drinking water to our customers.

During the reporting period, Council supplied drinking water that complied with the water quality criteria set in the Australian Drinking Water Guidelines (ADWG).

3.2. Monitoring

Council maintains monitoring programs to ensure that the quality of water supplied to customers is safe. The monitoring programs assist to identify any issue before it becomes a significant water quality incident. The results from the verification monitoring for the reporting period are discussed in Section 4.

Council also undertakes operational monitoring, which includes the planned sequence of measurements and observations to assess and confirm the performance of our preventive or control measures. Measurements are of operational parameters that indicate whether processes are functioning effectively.

Quality assurance (QA) is important to guarantee consistently reliable and legally defensible results and ensure customers are provided with the best quality water.

Council has the following quality management systems in place:

- samples were appropriately collected and sent to Queensland Health Forensic Scientific Services (QHFSS), which is a National Association of Testing Authorities (NATA) accredited laboratory, during the reporting period.
- operations staff have been appropriately trained to undertake sampling and continue to receive refreshers, as required.

3.3. Implementation of Risk Management Improvement Plan

Council maintains a culture of continuous improvement through implementing the Risk Management Improvement Plan (RMIP) of the DWQMP and making progress towards strengthening the management of the water supply. During the reporting period, Council implemented several key actions associated with two Risk Management Improvement Items, including:

- Improving use of *InfoExpert*, Council's document control system via implementing naming conventions, with reminders being sent by the Records Officer periodically.
- Uploading of data to swimlocal (data management system) to improve data recording.
- Building a concrete slab at the sewerage dump point to isolate any spills from potentially fouling the water table.

A detailed status of the Improvement Plan (IP) implementation is presented in Appendix A.

4. VERIFICATION MONITORING

4.1. Missed Verification Sampling

Council is committed to improving compliance with their monitoring programs. The last audit report in 2025 identified a major non-compliance against implementation of monitoring programs. Consequently, Council has undertaken a review of the monitoring records (finalised 4/08/26), towards the goal of rectifying this issue.

However, for both the Quilpie and Eromanga water schemes, not all planned sampling was undertaken/recorded as per the approved DWQMP. Thus, the sampling frequency was non-compliant. Inconsistent sampling was mainly due to resource challenges, such as staff retention and availability, noting QSC remoteness.

4.2. Quilpie Verification Monitoring

This section discusses compliance with the water quality criteria. Council has supplied safe quality drinking water to its customers during the reporting period, as discussed in the following tables.

Verification monitoring is required quarterly, according to the current approved plan. Each quarter, a sample from the reticulation system and one of the two bores is required. Of the two bores within the scheme, only the New Depot Bore had available data. Within swimlocal, Race Course and Bulloo Park refer to the same sample point.

Summaries of the verification monitoring for the reticulation system and for the bores are shown in Table 2 and Table 3, respectively. All parameters are below their respective ADWG health guidelines, with the exception of fluoride (See Table 2 and Table 3). Sodium exceeded its aesthetic guideline at both the distribution system and the New Depot Bore, while pH had exceedances at just the New Depot Bore. Aesthetic guideline exceedances impact taste only and indicate no health concerns.

Fluoride occurs naturally in the source water and has been monitored to be consistently stable but slightly above the ADWG health limit (1.5 mg/L) for some time, which both Council and the Regulator are aware of. As such, Council provides a Fluoride Fact Sheet (https://quilpie.qld.gov.au/wp-content/uploads/2023/11/Quilpie-Fluoride-Dec-2015-1.pdf) to help the community better understand the potential impacts of slightly elevated fluoride levels. This can be found on Council's website (https://quilpie.qld.gov.au/) and Facebook page (https://www.facebook.com/CouncilQuilpieShire/), in addition to the annual notifications sent to residents.

Within the Operational monitoring program, there were also no in-house detections of *E. coli* (See Table 4). As shown in Table 5, there were no detections of *E. coli* during the reporting period for the Verification monitoring program, indicating 100% compliance was achieved.

All parameters are missing Q4 2025 data (i.e., Oct-Dec 2025). Moreover, select parameters (Colour, Turbidity, and Fluoride) were only sampled on one day (3rd March 2026) at various sample sites.

Table 2: Quilpie Verification Monitoring – Reticulation System

Parameter	Required no. samples	No. samples tested	Summary of results			Water quality criteria	No. non-compliant samples	Comments
			Min	Avg	Max			
Microbial Quality								
E. coli (CFU/100 mL)	4	6	0.5	0.5	0.5	<1; Not Detected	0	*E. coli* rolling average compliance was 100% (≥98% is required by the *Public Health Regulation 2018*). More samples were tested than required. However, parameter testing for Q4 2025 (i.e., Oct-Dec) is missing in swimlocal.
Physical								
pH	4	6	8.3	8.5	8.5	6.5-8.5 (A)	0	More samples were tested than required. However, parameter testing for Q4 2025 (i.e., Oct-Dec) is missing in swimlocal.
Temperature (°C)	4	0	-	-	-	N/A	-	No records found in swimlocal.
True Colour (HU)	4	2	0.5	0.8	1.0	15 (A)	0	Only 2 samples tested out of 4. Additionally, both samples tested were conducted within the same quarter (Q1 2026) – samples are required quarterly.
Turbidity (NTU)	4	2	0.20	0.23	0.26	5 (A)	0	Only 2 samples tested out of 4. Additionally, both samples tested were conducted within the same quarter (Q1 2026) – samples are required quarterly.
Inorganics								
Chloride (mg/L)	4	6	82.1	82.9	83.6	250 (A)	0	More samples were tested than required. However, parameter testing for Q4 2025 (i.e., Oct-Dec) is missing in swimlocal.
Iron (mg/L)	4	6	0.005	0.012	0.035	0.3 (A)	0	More samples were tested than required. However, parameter testing for Q4 2025 (i.e., Oct-Dec) is missing in swimlocal.
Silica (mg/L)	4	0	-	-	-	80 (A)		No records found in swimlocal.
Sodium (mg/L)	4	6	191	206	216	180 (A)	6	Naturally occurring. Limit is aesthetic thus no health concerns. More samples were tested than required. However, parameter testing for Q4 2025 (i.e., Oct-Dec) is missing in swimlocal.
Manganese (mg/L)	4	6	0.0050	0.0061	0.0094	0.05 (H)	0	More samples were tested than required. However, parameter testing for Q4 2025 (i.e., Oct-Dec) is missing in swimlocal.
Fluoride (mg/L)	4	2	1.7	1.8	1.8	1.5 (H)	2	Naturally occurring just above health limit. Council & Regulator aware & controls in place to inform community via distribution of Fluoride Fact sheets.

Table 3: Quilpie Verification Monitoring - Bores

Parameter	Required no. samples	No. samples tested	Summary of results			Water quality criteria	No. non-compliant samples	Comments
			Min	Avg	Max			
Microbial Quality								
E. coli (CFU/100 mL)	4	3	0.5	0.5	0.5	<1; Not Detected	0	Only 3 samples tested out of 4. Parameter testing is missing for Q4 2025 (i.e., Oct-Dec) in swimlocal.
Physical								
pH	4	3	8.5	8.6	8.6	6.5-8.5 (A)	2	Occurred on 2/06/26 and 3/03/26. High pH can lead to pipe corrosion & scaling. However, the pH is just slightly above the limit so impact would be minimal. Only 3 samples tested out of 4. Parameter testing is missing for Q4 2025 (i.e., Oct-Dec) in swimlocal.
Temperature (°C)	4	0	-	-	-	N/A	-	No records found in swimlocal.
True Colour (HU)	4	1	0.5	0.5	0.5	15 (A)	0	Only 1 sample tested out of 4. Parameter testing is missing for all quarters within the financial year excluding Q1 2026 (i.e., Jan-Mar) in swimlocal.
Turbidity (NTU)	4	1	0.075	0.075	0.075	5 (A)	0	Only 1 sample tested out of 4. Parameter testing is missing for all quarters within the financial year excluding Q1 2026 (i.e., Jan-Mar) in swimlocal.
Inorganics								
Chloride (mg/L)	4	3	83	90	94	250 (A)	0	Only 3 samples tested out of 4. Parameter testing is missing for Q4 2025 (i.e., Oct-Dec) in swimlocal.
Iron (mg/L)	4	3	0.005	0.033	0.082	0.3 (A)	0	Only 3 samples tested out of 4. Parameter testing is missing for Q4 2025 (i.e., Oct-Dec) in swimlocal.
Silica (mg/L)	4	0	-	-	-	80 (A)	-	No records found in swimlocal.
Sodium (mg/L)	4	3	216	229	243	180 (A)	3	Naturally occurring. Limit is aesthetic thus no health concerns. Only 3 samples tested out of 4. Parameter testing is missing for Q4 2025 (i.e., Oct-Dec) in swimlocal.
Manganese (mg/L)	4	3	0.0040	0.0060	0.0091	0.05 (H)	0	Only 3 samples tested out of 4. Parameter testing is missing for Q4 2025 (i.e., Oct-Dec) in swimlocal.
Fluoride (mg/L)	4	1	1.7	1.7	1.7	1.5 (H)	1	Only 1 sample tested out of 4. Parameter testing is missing for all quarters within the financial year excluding Q1 2026 (i.e., Jan-Mar) in swimlocal.

Table 4: Quilpie E. coli Operational Monitoring – Reticulation & Bores

Parameter	Required no. samples	No. samples tested	Summary of results			Water quality criteria	No. non-compliant samples	Comments
			Min	Avg	Max			
E. coli (CFU/100 mL)	78	29	ND	ND	ND	<1; Not Detected	0	Sampled 1. Bulloo Park 2. Hospital 3. New Depot Bore Significant under sampling vs DWQMP. Sampling of the reticulation system is required fortnightly, and sampling of the bores is required weekly. Council are making progress to ensure the monitoring programs are implemented in full.

Table 5: Quilpie E. coli Annual Value Compliance (2025-26FY) – Reticulation & Bores

Month	July 2025	Aug 2025	Sept 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	June 2026
No. of samples collected	2	0	0	0	0	0	0	0	3	0	0	4
No. of samples collected in which *E. coli* 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	5	5	5	4	4	4	4	4	7	7	7	9
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	100	100	100	100	100	100	100	100	100	100	100
Compliance with 98% annual value	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES

4.3. Eromanga Verification Monitoring

This section discusses compliance with the water quality criteria. Council has supplied safe quality drinking water to its customers during the reporting period as discussed in the following tables.

Verification monitoring is required quarterly, according to the current approved plan. Each quarter a sample of the Clean Water Tank (CWT) outlet, the reticulation, and one of the four bores is required. Of all the four bores, Bore #4 was the only bore which had available data. Within swimlocal, the RO plant and the Clean Water Tank refer to the same sample point.

Summaries of the verification monitoring for the reticulation & CWT, and for the bores are shown in Table 6 and Table 7, respectively. All parameters are below their respective ADWG guidelines, with the one exception of sodium at Bore #4, which had a large exceedance of the ADWG aesthetic guideline. Aesthetic exceedances impact taste only and indicate no health concerns.

Within the Operational monitoring program, there were no in-house detections of *E. coli* (See Table 8). As shown in Table 9, there were no detections of *E. coli* during the reporting period for the Verification monitoring program, indicating 100% compliance was achieved.

All parameters are missing Q4 2025 data (i.e., Oct-Dec 2025). Additionally, no parameters met the required number of samples. Also, note that although the DWQMP mentions alternating sampling of the three reticulation sample points (Pub, Hall, Neal St House) for all parameters, no data was available for Neal St House, and the Pub had only one sample of *E. coli*.

Table 6: Eromanga Verification Monitoring – Reticulation & Clean Water Tank: 25-26FY

Parameter	Required no. samples	No. samples tested	Summary of results			Water quality criteria	No. non-compliant samples	Comments
			Min	Avg	Max			
Microbial Quality								
E. coli (CFU/100 mL)	8	7	0.5	0.5	0.5	<1; Not Detected	0	*E. coli* rolling average compliance was 100% (≥98% is required by the *Public Health Regulation 2018*).
Physical								
pH	8	4	6.7	6.9	7.0	6.5-8.5 (A)	0	Reticulation & CWT: only 2 samples tested out of 4 for each. Parameter testing is missing for Q4 2025 (i.e., Oct-Dec) and Q2 2026 (i.e., Apr-June) in swimlocal.
Temperature (°C)	8	0	-	-	-	N/A	-	No records found in swimlocal.
True Colour (HU)	8	1	1	1	1	15 (A)	0	Reticulation: Only 1 sample tested out of 4. Parameter testing is missing for all quarters within the financial year excluding Q1 2026 (i.e., Jan-Mar) in swimlocal. CWT: No records found in swimlocal.
Turbidity (NTU)	8	2	0.48	1.59	2.7	5 (A)	0	Reticulation & CWT: Only 1 sample tested out of 4 for each. Parameter testing is missing for all quarters within the financial year excluding Q1 2026 (i.e., Jan-Mar) in swimlocal.
Inorganics								

Parameter	Required no. samples	No. samples tested	Summary of results			Water quality criteria	No. non-compliant samples	Comments
			Min	Avg	Max			
Chloride (mg/L)	8	4	95.2	101.8	110.0	250 (A)	0	Reticulation & CWT: Only 2 samples tested out of 4 for each. Parameter testing is missing for Q4 2025 (i.e., Oct-Dec) and Q2 2026 (i.e., Apr-June) in swimlocal.
Iron (mg/L)	8	4	0.046	0.149	0.333	0.3 (A)	0	Reticulation & CWT: Only 2 samples tested out of 4 for each. Parameter testing is missing for Q4 2025 (i.e., Oct-Dec) and Q2 2026 (i.e., Apr-June) in swimlocal.
Silica (mg/L)	8	0	-	-	-	80 (A)	-	No records found in swimlocal.
Sodium (mg/L)	8	4	57.6	63.0	67.7	180 (A)	0	Reticulation & CWT: Only 2 samples tested out of 4 for each. Parameter testing is missing for Q4 2025 (i.e., Oct-Dec) and Q2 2026 (i.e., Apr-June) in swimlocal.
Phosphate (mg/L)	8	2	0.01	0.02	0.02	N/A	N/A	Reticulation & CWT: Only 1 sample tested out of 4 for each. Parameter testing is missing for all quarters within the financial year excluding Q1 2026 (i.e., Jan-Mar) in swimlocal.
Manganese (mg/L)	8	4	0.0004	0.0009	0.0010	0.05 (H)	0	Reticulation & CWT: Only 2 samples tested out of 4 for each. Parameter testing is missing for Q4 2025 (i.e., Oct-Dec) and Q2 2026 (i.e., Apr-June) in swimlocal.
Fluoride (mg/L)	8	2	0.05	0.05	0.05	1.5 (H)	0	Reticulation & CWT: Only 1 sample tested out of 4 for each. Parameter testing is missing for all quarters within the financial year excluding Q1 2026 (i.e., Jan-Mar) in swimlocal.
Nitrate (mg/L)	8	4	3.3	3.5	3.6	50 (H)	0	Reticulation & CWT: Only 2 samples tested out of 4 for each. Parameter testing is missing for Q4 2025 (i.e., Oct-Dec) and Q2 2026 (i.e., Apr-June) in swimlocal.
Chlorate (mg/L)	8	2	0.44	0.45	0.45	0.8 (QH)	0	Reticulation & CWT: Only 1 sample tested out of 4 for each. Parameter testing is missing for all quarters within the financial year excluding Q1 2026 (i.e., Jan-Mar) in swimlocal.

Table 7: Eromanga Verification Monitoring - Bores

Parameter	Required no. samples	No. samples tested	Summary of results			Water quality criteria	No. non-compliant samples	Comments
			Min	Avg	Max			
Microbial Quality								
E. coli (CFU/100 mL)	4	1	0.5	0.5	0.5	<1; Not Detected	0	Only 1 sample tested out of 4. Parameter testing is missing for all quarters within the financial year

Parameter	Required no. samples	No. samples tested	Summary of results			Water quality criteria	No. non-compliant samples	Comments
			Min	Avg	Max			
								excluding Q3 2025 (i.e., Jul-Sep) in swimlocal.
Physical								
pH	4	1	7.8	7.8	7.8	6.5-8.5 (A)	0	Only 1 sample tested out of 4. Parameter testing is missing for all quarters within the financial year excluding Q3 2025 (i.e., Jul-Sep) in swimlocal.
Temperature (°C)	4	0	-	-	-	N/A	-	No records found in swimlocal.
True Colour (HU)	4	0	-	-	-	15 (A)	-	No records found in swimlocal.
Turbidity (NTU)	4	0	-	-	-	5 (A)	-	No records found in swimlocal.
Inorganics								
Chloride (mg/L)	4	1	100	100	100	250 (A)	0	Only 1 sample tested out of 4. Parameter testing is missing for all quarters within the financial year excluding Q3 2025 (i.e., Jul-Sep) in swimlocal.
Iron (mg/L)	4	1	0.053	0.053	0.053	0.3 (A)	0	Only 1 sample tested out of 4. Parameter testing is missing for all quarters within the financial year excluding Q3 2025 (i.e., Jul-Sep) in swimlocal.
Silica (mg/L)	4	0	-	-	-	80 (A)	-	No records found in swimlocal.
Sodium (mg/L)	4	1	738	738	738	180 (A)	1	Naturally occurring. Limit is aesthetic thus no health concerns. Only 1 sample tested out of 4. Parameter testing is missing for all quarters within the financial year excluding Q3 2025 (i.e., Jul-Sep) in swimlocal.
Phosphate (mg/L)	4	0	-	-	-	N/A	N/A	No records found in swimlocal.
Manganese (mg/L)	4	1	0.01	0.01	0.01	0.05 (H)	0	Only 1 sample tested out of 4. Parameter testing is missing for all quarters within the financial year excluding Q3 2025 (i.e., Jul-Sep) in swimlocal.
Fluoride (mg/L)	4	0	-	-	-	1.5 (H)	-	No records found in swimlocal.
Nitrate (mg/L)	4	1	0.05	0.05	0.05	50 (H)	0	Only 1 sample tested out of 4. Parameter testing is missing for all quarters within the financial year excluding Q3 2025 (i.e., Jul-Sep) in swimlocal.
Chlorate (mg/L)	4	0	-	-	-	0.8 (QH)	-	Only 1 sample tested out of 4. Parameter testing is missing for all quarters within the financial year excluding Q3 2025 (i.e., Jul-Sep) in swimlocal.

Table 8: Eromanga E. coli Operational Monitoring – Reticulation & Clean Water Tank

Parameter	Required no. samples	No. samples tested	Summary of results			Water quality criteria	No. non-compliant samples	Comments
			Min	Avg	Max			
E. coli (CFU/100 mL)	26	36	ND	ND	ND	<1; Not Detected	0	Sampled 1. Hotel 2. Hall 3. Clean Water Tank Sampling of the reticulation system is required fortnightly. While the total number of samples exceeds the minimum requirement, this is largely because multiple sample points were tested on the same day. The majority of consecutive distinct sampling dates are spaced more than a fortnight apart. Council are making progress to ensure the monitoring programs are implemented in full.

Table 9: Eromanga E. coli Annual Value Compliance (2025-26FY) - Reticulation, Clean Water Tank, & Bores

Month	July 2025	Aug 2025	Sept 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	June 2026
No. of samples collected	3	0	0	0	0	0	0	0	2	0	0	3
No. of samples collected in which *E. coli* 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	5	5	5	3	3	3	3	3	5	5	5	8
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	100	100	100	100	100	100	100	100	100	100	100
Compliance with 98% annual value	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES

In addition, a summary of the free chlorine data for the Eromanga reticulation is shown in Table 10, indicating free chlorine in the reticulation is adequate, with no results below the >0.2 operational limit. Note that free chlorine is not a required operational monitoring parameter for the reticulation, although will be within the upcoming DWQMP currently under revision.

Table 10: Eromanga Reticulation - Free chlorine

Sampling Point	No. samples tested	Summary of free chlorine results (mg/L)			Operational limit (mg/L)	No. non-compliant samples
		Min	Avg	Max		
Hall	5	0.78	0.87	0.96	>0.2	0
Pub	5	0.80	0.95	1.11	>0.2	0
Neil St	5	0.83	0.88	1.00	>0.2	0
Clean Water Tank	5	0.47	0.87	1.16	>0.2	0

5. INCIDENTS REPORTED TO THE REGULATOR

There were zero (0) incidents or events reported by Council during the 2025-26 financial year.

The current approved plan does not explicitly state that missed sampling is a reportable event as per Table 5-3 in the DWQMP, although will be within the upcoming DWQMP currently under revision. Council are now aware that missed sampling is reportable to the regulator and will adhere to this requirement, with the improvements to the implementation of the monitoring programs underway.

6. CUSTOMER COMPLAINTS

Monitoring of drinking water customer complaints can provide valuable information on potential problems that may not have been identified by performance monitoring of the water supply system. Consumer satisfaction with drinking water quality is largely based on a judgment that the aesthetic quality of tap water is 'good', which usually means that it is colourless, free from suspended solids and has no unpleasant taste or odour.

There were zero (0) water quality complaints received via the complaints management process during the 2025-26 financial year.

7. DWQMP REVIEW AND OUTCOMES

Within the 2025-26 financial year, a regulatory review of QSC's DWQMP was required by 1 December 2025 and was conducted in November 2025. It was determined that certain aspects of the current approved DWQMP are outdated and therefore, a DWQMP Amendment is required. The three most notable amendments required are regarding updating the water quality monitoring programs, including an assessment of the risks of *N. fowleri* and PFAS, and updating scheme and contact details. A summary of the review findings which require DWQMP amendment and their outcomes is shown in The updated DWQMP has now been submitted on 24 September to the Regulator, ahead of the formal submission deadline of 30 September 2026.

Table 11.

The updated DWQMP has now been submitted on 24 September to the Regulator, ahead of the formal submission deadline of 30 September 2026.

Table 11: DWQMP Review Findings and Outcomes Summary

Review component	Findings	Outcomes
Service description	New Director of Infrastructure Services appointed.	Update DWQMP with new personnel details.
	DWQMP does not account for sudden population increases (tourist season, community events/shows).	Add details of possible population increases to the DWQMP.
	DWQMP doesn't include details of sensitive users as stakeholders.	Include details in DWQMP.
Details of infrastructure	Eromanga WTP has recently experienced usage spikes close to design treatment capacity.	Design capacity currently deemed sufficient; Council to investigate recent spikes to confirm future sufficiency.
	Council migrating to swimlocal telemetry system.	Update DWQMP with new telemetry/monitoring system details.
	Eromanga steel reservoir undergoing cleaning.	Add cleaning details to DWQMP.
	Council has faced issues with aging water mains.	Issue noted; to be reflected/managed within DWQMP.
		To support the updated DWQMP, a new Asset Management Plan (AMP) for Water Infrastructure is due for Council endorsement at the 6 October Council Meeting, where a list of water assets identified for future renewals has been identified for funding in the next few financial years.
Catchment characteristics and water quality data	Water quality data collated, analysed, and trended for source water, treatment, and distribution during last amendment.	Update data to reflect most recent trends.
Hazard identification and risk assessment	No assessment of *N. fowleri* or PFAS risks currently included for source water quality/hazards.	Add *N. fowleri* and PFAS risk details to the DWQMP.
	Current risk assessment needs to be thoroughly reviewed and updated.	Review and update risk assessment, which may result in changes to the mitigated residual risk levels for some hazards.
	Risk Management Improvement Plan (RMIP) requires review and update.	Review and update RMIP.
Documented Procedures	The procedures and practices do not reflect current operations.	Review and update procedures and practices in the DWQMP.
Information management and record keeping	There have been issues with missed water quality sampling, which were not being reported to the Regulator.	Include missed sampling as an event requiring reporting to the Regulator in the DWQMP.

Review component	Findings	Outcomes
Operational and verification monitoring	Large amounts of missed testing for both monitoring programs.	Review programs to determine is any water quality testing can be reduced to make meeting testing requirements more reasonable.
Other	The Chief Executive Officer has not endorsed the current/revised risk assessment outcomes.	Update DWQMP to include the current Chief Executive Officer's endorsement of the risk assessment.
	List of people to be contacted during emergencies is not current.	Review and update contact details in Appendix G of DWQMP.
	Staff training for incidents and emergencies is not current.	Include an RMIP item for this in DWQMP.

8. DWQMP AUDIT FINDINGS

No formal DWQMP audit was required to be conducted during the reporting period because the previous audit was conducted June 2025.

The next formal audit is due by 1 July 2029.

9. CUSTOMER SERVICE STANDARD

The Quilpie Shire Council (QSC) Customer Service Standard (CSS) for water and sewerage scheme is published on Council's website and was last reviewed and published in December 2025. The previous version was reviewed and published in 2020.

In accordance with Queensland legislation, the CSS requires regular review (every 5 years), with the next one scheduled during the 2030-31FY.

The 2025 CSS replaced the previous version (reviewed and published in 2020) as a revised and improved document. Key outcomes of the review include:

- Network information added: the CSS now includes a summary of network extend (water and sewer main lengths) across Quilpie, Eromanga, Adavale, Cheepie, and Toompine, including a note on towns and properties relying on privately managed septic systems.
- Performance targets and processes are re-expressed with improved clarity. Additionally, an 'Unplanned interruptions' issue was added to the Customer Consultation section of Council's processes.
- New Monitoring, Reporting, and Accountability section: Council added a dedicated section setting out how performance is tracked, how results are reported, and who is accountable.
- Document control strengthened: the CSS now carries formal version control, including a document identifier, version number, publication and revision dates, and a named Responsible Officer.
- Intention to move to a more efficient electronic system for recording and tracking customer service requests, in place of the current InfoXpert record management system.

No substantive changes were identified to Council's billing basis, connection timeframes, or customer consultation and complaints-handling arrangements, which remain consistent with the 2020 CSS.

10. GLOSSARY

Table 12 - Glossary

Term	Definition
ADWG	Australian Drinking Water Guidelines (2011).
Annual Report	Drinking Water Service Annual Report, formally known as DWQMP Annual Report
CFU/mL	Colony forming units per millilitres
CFU/100mL	Colony forming units per 100 millilitres
CSS	Customer Service Standard
DLGWV	Department of Local Government, Water and Volunteers
DWQMP	Drinking Water Quality Management Plan, also known as the Plan
E. coli	*Escherichia coli*, a bacterium which is considered to indicate the presence of faecal contamination and therefore potential health risk.
FY	Financial Year
IDEXX	IDEXX Laboratory Inc. Manufacturer water testing equipment.
Incident	Means a non-compliance with water quality criteria (e.g., exceeding an ADWG health guideline value).
mg/L	Milligrams per litre
MPN	Most Probably Number
µS/cm	Microsiemens per centimetre
NATA	National Association of Testing Authorities
NA	Not Applicable
NC	Non-Conformance
ND	Not Detected
NTU	Nephelometric Turbidity Units
OFI	Opportunity For Improvement
QLD	Queensland
OMP	Operational Monitoring Program
QSC/Council	Quilpie Shire Council
REC	Recommendation
SPID	Service Provider Identification number
Swimlocal	A water and sewerage data management system used by Service Providers
The Act	*Water Supply (Safety and Reliability) Act 2008*
VMP	Verification Monitoring Program

A. IMPROVEMENT PLAN PROGRESS

Quilpie RMIP - Quilpie Scheme & Eromanga Scheme

Scheme	Component	Actions	Original Target Date	Responsible Officer	Comments	Status (Revised Target)
Quilpie (Q1) & Eromanga (E2)	Whole of System	Review and update Operation and Maintenance Procedures that address the microbial contamination risks for the maintenance and repair of water mains.	Jun'23	Director of Infrastructure Services	Water Main Repair procedure developed.	Complete
					Updating Water Main Repair procedure to include best practice hygiene steps to prevent microbial contamination.	In Progress (2026/27FY)
Quilpie (Q2) & Eromanga (E4)	Whole of System	Consolidate all drinking water data and documentation so that it can be managed centrally.	Jun'23	Director of Infrastructure Services	Using Council's document control system *InfoExpert,* to capture DWQMP records, procedures, documentation, lab reports (eg. operational & verification monitoring), related to both water and sewage.	Complete
					Improve use of *InfoExpert* by establishing suitable naming conventions & ease of document retrieval - naming conventions and reminders have been sent by the Records Officer periodically.	Completed (2025/26FY)
					Develop database with ability to trend water quality sampling results. Investment in *swimlocal* with full commissioning planned - All data is being uploaded to swimlocal now.	Completed (2025/26FY)
Quilpie (Q3) & Eromanga (E5)	Distribution System	Review schemes and identify if there are any hazardous connections to stock watering points or other potential high-risk sites.	Dec'23	Director of Infrastructure Services	Concrete slab has been built at the sewerage dump point to isolate any spills from potentially fouling the water table.	Completed
					Install RPZs	In Progress (2026/27FY)
Eromanga (E1)	Water Source	Undertake bore water quality investigation to assess the risk of pathogens in the sub-artesian water.	Jun'23	Director of Infrastructure Services	Include in new DWQMP to measure sub artesian bore, require quarterly.	In Progress (2026/27FY)
Eromanga (E3)	Water Treatment Plant	Engage a water treatment specialist to undertake a system review, critical maintenance and develop detailed and succinct WTP Operation and Maintenance Procedures.	Jun'23	Director of Infrastructure Services	Simmonds and Bristow (S&B) engaged to do a full refurbishment of the WTP.	Complete
					S&B develop full documentation of the operation of the reverse osmosis process.	Complete
					S&B update to all operation and maintenance procedures.	Complete