



Government of **Western Australia**  
Department of **Health**



# Memorandum of Understanding between the Department of Health and Water Corporation for Drinking Water

## MEMORANDUM OF UNDERSTANDING

THIS MEMORANDUM is entered into on the 28<sup>th</sup> day of ~~November~~ 2017

**BETWEEN** THE WATER CORPORATION ("*the Corporation*")

**OF THE ONE PART**

**AND** THE DEPARTMENT OF HEALTH ("*the Department*")

**OF THE OTHER PART**

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## 1.0 Foreword

This Memorandum of Understanding (MoU) continues the strong co-operative relationship that exists between the Water Corporation (Corporation) and the Department of Health (the Department) for managing drinking water quality in Western Australia.

This MoU operates within a licensing framework established by the Economic Regulation Authority in accordance with the Water Services Licence issued in accordance with the *Water Services Act 2012 (WA)*. In accordance with Clause 6 of the Water Services Licence this MoU is a legally binding document between the Corporation and the Department.

The MoU incorporates the “Framework for the Management of Drinking Water”, approach set out in the Australian Drinking Water Guidelines as published by the National Health and Medical Research Council 2011 (ADWG 2011). This MoU is designed to integrate all facets of the drinking water management and quality assurance system contained within the ADWG 2011.

Foremost in this MoU is the reinforcement of the Department of Health as the regulator of drinking water quality in the State. Consequently this MoU enables the Department to audit the Corporation’s water quality, management and reporting systems to provide assurance of ongoing satisfactory performance.

Both the Department and the Corporation recognise that the practices and processes used to establish and maintain high levels of drinking water quality need to be open and transparent to the community. Both organisations commit to ensure that performance will be reported in a timely manner and open to public scrutiny. As this momentum develops, the requirement to educate the public on water quality issues will need to be jointly addressed by both agencies.

The Guidelines for Drinking Water Quality published by the World Health Organization and the Australian Drinking Water Guidelines identify catchment management and source protection as key elements of the multi barrier approach to ensure safe drinking water. Both agencies are committed to maintain and improve these primary barriers.

Both agencies continue to develop the Australian Drinking Water Guidelines and now commit to apply the 2011 Australian Drinking Water Guidelines (ADWG 2011) throughout Western Australia. .

## 1.1 Design of the MoU

This Memorandum of Understanding is modelled, as far as possible, to reflect the twelve guiding elements of the Framework for Drinking Water Quality contained within the Australian Drinking Water Guidelines.

Element		MoU Sections
1	Commitment to drinking water quality	6.1, 6.2, 6.3, 6.4, 6.5, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 16.2
2	Assessment of the drinking water supply system	8.1,8.3
3	Preventative measures for drinking water quality management	8.2, 8.3, 9.0, 12.0, 14.0
4	Operational procedures and process control	8.1, 8.2, 8.3, 9.1, 9.2, 17.2
5	Verification of drinking water quality	8.1, 8.4
6	Management of emergencies	11.1, 11.2, 11.3, 11.4, 11.5, 11.6, 11.7, 12.2, 12.3, 12.4, 15.1
7	Employee awareness and training	11.7 17.0, 17.1
8	Community involvement and awareness	13.1, 13.2
9	Research and development	10.3, 10.4
10	Documentation and reporting	10.1, 10.2, 10.5, 10.6, 13.2
11	Evaluation and audit	3.5
12	Review and continual improvement	10.7, 14.1, 14.2, 15.1

In addition this MoU makes reference to:

- Schedules - documents prepared by the Department for general publication and application within the water industry.
- Binding Protocols – documents developed by both the Department and Corporation for detailing processes and procedures to be followed for prescribed events. These documents may not necessarily be publicly available as they may contain operationally sensitive details; and
- Water Quality Management Processes and Procedures – documents prepared by the Corporation to facilitate the operational implementation of water quality management processes and procedures. These documents are not publicly available as they may contain operational specific details

## 2.0 Interpretation

ADWG or Guidelines	Australian Drinking Water Guidelines as published by the National Health & Medical Research Council as amended from time to time.
Corporation	Water Corporation
Department	Department of Health
Drinking Water	Water intended primarily for human consumption but which has other domestic uses.
Chief Health Officer	Has the same meaning as in the <i>Health (Miscellaneous Provisions) Act 1911 (WA)</i> .
Hazard	A biological, chemical, physical or radiological agent that has the potential to cause harm. (ref Guidelines - Section 3.2.3 and Glossary)
Hazardous event	An incident or situation that can lead to the presence of a hazard. (ref Guidelines - Section 3.2.3 and Glossary)
MoU	Memorandum of Understanding
Water Services Licence	A licence granted by the Economic Regulation Authority for the purpose of Part 2, Division 1 of the <i>Water Services Act 2012 (WA)</i> .
Public Health Necessity	As defined by section 15 <i>Health (Miscellaneous Provisions) Act 1911 (WA)</i> .
Person	In general usage, a human being; by statute, however, the term can include firms, organizations and corporations.



## **3.0 Role of the Department of Health**

### **3.1 Role**

The Department's roles are to:

- protect public health in terms of the Health Act 1911 and other relevant legislation;
- minimise human exposure to environmental health hazards that pose or have the potential to pose a health risk; and to
- reduce the incidence and impact of communicable disease.

### **3.2 As Regulator**

The Department is the Regulator of drinking water quality and sets out its requirements to the Economic Regulation Authority for incorporation into the Water Services Licence.

The Department may also assist the Corporation when requested to ensure that any person involved in the Corporation's catchment to tap delivery chain complies with the Guidelines.

### **3.3 As Adviser to the Corporation**

The Department shall provide advice to the Corporation on matters regarding the supply of water from catchment to tap.

### **3.4 As Resource**

The Department in consultation with the Corporation shall provide public comment on issues related to drinking water from catchment to tap.

### **3.5 As Auditor**

The Department may audit the Corporation's systems and databases used to manage and report drinking water quality in relation to the following sections of this MoU as required:

- 6.0 Administration of Drinking Water Quality.
- 8.0 Systems Analysis and Management
- 9.0 Materials and Chemicals
- 10.0 Data Exchange
- 11.0 Events of Public Health Significance
- 14.0 Implementing the ADWG
- 17.0 General Administration

The audit scope will be prepared by the Department and discussed with the Corporation. The audit report should include recommendations for improvements. The CEOs shall endorse the audit report and timetable for improvements. The responsible officers shall provide regular progress reports. The cost of the audit shall be borne by the Corporation.

### **3.6 As Adviser to the Public**

In consultation with the Corporation, the Department will provide prompt advice to the public, including media, with respect to water quality issues

### **3.7 To Provide Public Notification – Specific needs**

In consultation with the Corporation the Department is responsible to notify health care providers of drinking water quality issues that may affect the public.

## **4.0 Role of the Water Corporation**

The Corporation is a corporatised body under the Water Corporation Act 1995. The Corporation has the responsibility for providing a supply of drinking water in line with sound commercial practices and in accordance with its Water Services Licence with the Economic Regulation Authority.

### **4.1 *As Adviser to the Department***

The Corporation may also provide specialist advice to the Department on drinking water matters.

## **5.0 Commitment to Drinking Water Quality**

The Corporation and Department are committed to ensure that drinking water supplied by the Corporation is safe. To facilitate this both agencies will:

### **5.1 *Resource the MoU***

The Corporation and Department agree to provide adequate resources to meet the requirements of this Memorandum of Understanding.

### **5.2 *Identify Responsible Officers***

An officer from each organisation who is responsible for monitoring, facilitating and reporting to their relevant Chief Executive Officer (CEO) on the implementation of this Memorandum of Understanding. [Binding Protocol 1 – Responsible Officers](#) identifies the Responsible Officers for the Corporation and Department.

### **5.3 *Recognise and Support the Advisory Committee for the Purity of Water***

The Advisory Committee for the Purity of Water will continue to operate under its terms of reference under the chairmanship of the Department. Both organisations are committed to the ongoing work of this Committee.

### **5.4 *Develop and Improve Drinking Water Quality Regulation***

The Department and Corporation will work cooperatively to develop and improve health based drinking water regulation in Western Australia.

### **5.5 *Work to Protect Drinking Water Catchment Areas***

The Department and Corporation will cooperate in areas of mutual interest to ensure adequate consideration is given to protect sources of drinking water.

The Department and Corporation will promote primacy of drinking water over other non-compatible activities in drinking water catchment areas.

## **6.0 Administration of Drinking Water Quality**

The processes for adopting, amending, implementing national and international drinking water quality processes, procedures, standards and guidelines are as follows:

### **6.1 *Adoption of Drinking Water Guidelines***

Prior to implementation in Western Australia the Guidelines for drinking water quality are endorsed by the Hon. Minister for Health.

### **6.2 *Current Drinking Water Quality Requirements***

The Department's current requirements for drinking water quality are contained within [Schedule 1 – Drinking Water Quality Requirements](#).

### **6.3 Variations to Standard Quality Specifications**

The Department specifies the quality criteria for drinking water in accordance with the Guidelines, but has the power to vary the quality criteria in specific circumstances or for identified supplies, so long as public health is not compromised.

### **6.4 Additional Quality Specifications**

The Department may set additional quality criteria for the Corporation to comply with or make interpretations where the Guidelines are considered to lack relevant specificity. The Department shall consult with the Corporation and/or the Advisory Committee for the Purity of Water before taking such action.

### **6.5 Exemptions**

The Department may grant exemptions for certain requirements. Exemptions may be found in [Schedule 2 – Exemptions from Compliance](#).

### **6.6 Schedules to the MoU**

The Department in consultation with the Corporation and other members of the water industry may develop schedules to this MoU. The Schedules are intended to provide supporting information to this MoU and for other drinking water quality requirements. Schedules are to be made available by the Department on the internet.

### **6.7 Binding Protocols**

The Department or Corporation may develop specific processes and procedures to be followed for prescribed events. These documents will be identified as binding protocols under this MoU. Binding protocols may not necessarily be publicly available as they may contain operationally sensitive details.

### **6.8 Ministerial Approval to Vary Standard Quality Specifications**

Variations, additions or exemptions to drinking water quality criteria as specified in Sections 6.3, 6.4 and 6.5 shall be approved by the Minister for Health.

### **6.9 Water Corporation Quality Obligation**

The Corporation shall supply drinking water that complies with the Department's requirements in Sections 6.2, 6.3, 6.4, 6.5, 6.6 and 6.7.

### **6.10 Safe Water Supply**

Where the Corporation supplies drinking water that complies with the Departments requirements, it shall be deemed to be safe.

## **7.0 Other Forms of Water Supply**

### **7.1 Water Quality Regulation**

The Department regulates standard drinking water services. However, the Department may also regulate other service types to the extent that there is a risk posed to public health. The Department's conditions for the various service types are listed in [Schedule 3 – Requirements for Various Water Types](#). The Corporation shall notify the Department if the Corporation provides a water service that is not intended for drinking.

### **7.2 Water Supply Classifications**

The Corporation may supply "water supply services", defined under four classifications:

- Standard drinking water service;
- Farmlands area water service;

- Service provided by agreement; and
- Non-potable water or alternative water.

## **8.0 Systems Analysis and Management**

The Corporation and Department shall maintain and apply an effective system to assure drinking water quality. To facilitate this, the Corporation and the Department may develop:

### **8.1 Monitoring Processes**

In consultation with the Department the Corporation shall develop, maintain and implement a drinking quality water monitoring processes throughout its organisation identifying all relevant regulatory and formal requirements. Monitoring processes shall be approved by the Department. The Department may develop and undertake monitoring processes/programs itself in special circumstances.

### **8.2 Water Quality Management Processes and Procedures.**

In consultation with the Department, the Corporation shall develop, maintain and review drinking water quality management processes and procedures. Processes and procedures that have been endorsed by the Department are shown in [Binding Protocol 2 – Water Quality Management Processes and Procedures](#).

### **8.3 Source Protection**

The Corporation and the Department recognise their responsibility in source protection and will carry out hazard identification and risk assessment where required to ensure reliability of public water supplies. Where risks are identified within catchments, the Corporation and Department will respond to manage the risks.

### **8.4 Water Analysis**

All samples shall be submitted to laboratories that perform analyses that are accredited by the National Association of Testing Authorities unless by agreement with the Department.

## **9.0 Materials and Chemicals in Contact with Drinking Water**

### **9.1 Materials in Contact with Drinking Water**

All materials and chemicals in contact with, added to, used to maintain drinking water treatment/distribution systems or used in drinking water catchment areas shall be approved by the Department. The Department will make publically available a list of approved materials and chemicals in contact with drinking water. This information will be made available on the Departments website.

### **9.2 Self-Assessment Process**

In addition to those materials and substances approved in Section 9.1 the Corporation may utilise a self-assessment process as described in [Binding Protocol 2 – Water Quality Management Processes and Procedures](#). The Corporation shall provide the Department with all information associated with the self-assessment process. Upon confirmation the Department will publish details of the approval in accordance with Section 9.1

## **10.0 Data Exchange**

### **10.1 Corporation Data**

The Corporation will undertake to make available data summaries to the Department of its water-sampling program in a format and with a frequency agreed to by the Department. The Corporation will also provide the Department with access to the full data of its water sampling if and when required.

### **10.2 Department Data**

The Department will provide the Corporation with reports and studies it undertakes which are relevant to those activities of the Corporation which impact on public health.

### **10.3 Special Investigations**

The Department expects the Corporation to conduct and support research into water supply and relevant public health issues. The Corporation will provide access to reports and studies undertaken by the Corporation as part of its business which are relevant to public health.

### **10.4 Information Exchange**

Each party will provide a program of their respective public health related research and development activities associated with the provision of water services. Either party can place confidentiality constraints on the information and data that it provides.

### **10.5 Confidentiality**

Information provided by either party shall not be published without the approval of the intellectual property custodian.

### **10.6 Reporting Formats**

The Department and Corporation will work cooperatively to establish reporting formats.

### **10.7 Coordination Meetings**

The Corporation and Department agree to meet monthly to review and analyse water quality data and issues relevant to the quality of drinking water supplied by the Corporation.

## **11.0 Events of Public Health Significance**

### **11.1 Framework**

From time to time it may be necessary for the Corporation to notify the Department of events that may have a potential to affect public health. The joint response action will depend upon the nature of the event and the potential risk to public health.

There are four levels of response to events that affect the safety of drinking water:

- Activation of State Emergency Management Policies and Plans
  - an extreme event with the potential to require State-wide/National resources.
- Activation of the Joint Agency Coordination Plan (JACP)
  - high level public health impact, immediate public notification may be required.
- Events Level 1
  - medium level public health impact with potential to require public notification and activation of the JACP
- Events Level 2
  - low level public health impact requiring exception notification.

## **11.2 Notifiable Events**

Notifiable events and the corresponding response protocols are described in: [Binding Protocol 3 - Joint Agency Co-ordination Plan](#) and [Binding Protocol 4 - Water Provider Exception Protocol](#).

## **11.3 Corporation to Report**

The Corporation shall report to the Chief Health Officer any event within its own water supply systems, schemes or assets operated under contract which may have significant implications for public health in accordance with [Binding Protocol 4 - Water Provider Exception Protocol](#).

## **11.4 Department to Respond**

The Department will provide a 24 hour point of contact for the reporting of any such events, in order that the Chief Health Officer can determine whether any action should be taken in accordance with [Binding Protocol 4 - Water Provider Exception Protocol](#).

## **11.5 Declaration of Unsafe Drinking Water**

Where necessary, the Chief Health Officer shall declare water to be unfit for human consumption and specify methods of treatment or alternative sources of supply. The Chief Health Officer shall also rescind such declarations promptly when no longer necessary.

## **11.6 Corporation May Suspend or Restrict a Water Supply**

Section 77 of the Water Services Act 2012 authorises the Corporation, to interrupt, suspend or restrict the provision of a water service to the extent to which it is necessary to do so because of an accident, emergency, potential danger or other unavoidable cause. The Corporation shall take reasonable steps to minimise the extent or duration of any interruption, suspension or restriction. In such circumstances, the Corporation shall notify the Department.

## **11.7 Maintenance of Incident Response Plans and Procedures**

The Corporation and Department agree to jointly maintain and review the incident response (JACP) plan and procedures for the Corporation's drinking water supply systems.

## **11.8 Incident Response Plan Training and Exercises**

The Corporation and Department agree to jointly undertake staff training for the incident response plans and conduct joint exercises.

## **12.0 Public Health Necessity** (ref. Section 15 Health (Miscellaneous Provisions) Act 1911)

### **12.1 Background**

There are times when the failure of the Corporation's assets could pose a threat to public health, e.g. the loss of water supply etc. Under normal conditions the Corporation will take action to rectify such occurrences. However, situations such as industrial action may arise to prevent the Corporation from meeting these obligations.

### **12.2 Determination**

In the event of a public health necessity the Corporation may request the Chief Health Officer to determine whether the event constitutes a risk to public health.

### **12.3 Declaration**

The Chief Health Officer may declare an event to constitute a risk to public health and require immediate preventative or remedial action to be taken.

### **12.4 Communication**

The communication protocols outlined in [Binding Protocol 4 - Water Provider Exception Protocol](#) Events Level 1 shall be used.

## **13.0 Public Education and Information**

### **13.1 Public Education**

The Department and Corporation shall jointly develop public education programs relating to drinking water quality as required. The Department will provide leadership and guidance in training to all stakeholders across the State.

### **13.2 Corporation Annual Quality Report**

The Corporation shall prepare a report each year that lists drinking water quality testing conducted and their results in an agreed format.

## **14.0 Implementing the Australian Drinking Water Guidelines**

### **14.1 Background**

The ADWG are continually revised and they incorporate an integrated quality assurance framework that is designed to manage drinking water quality from catchment to tap. This approach will require the adoption of a multi-agency continual improvement system.

### **14.2 Implementation of Framework**

The Corporation will work towards continual improvement in implementing the ADWG with tangible progress towards full implementation demonstrated during the period of this MoU.

## **15.0 Emerging Issues**

### **15.1 Monitoring and Response**

The Department and Corporation will monitor and discuss emerging issues currently not addressed by the Guidelines or this Memorandum of Understanding that may be of public health significance.

## **16.0 Statutory Requirements**

### **16.1 Fluoridation of Public Water Supplies Act 1966**

The Department assists the Minister for Health in administering the *Fluoridation of Public Water Supplies Act 1966* (the Act). Provisions of the Act are binding on the Corporation.

### **16.2 Pesticides**

The Department and Corporation are committed to the protection of drinking water from pesticides and will continue to cooperate and encourage involvement of key stakeholders to minimise the risk of drinking water contamination.

## 17.0 General Administration

The Department expects the Corporation to require all persons involved in the catchment to tap delivery chain to follow the water quality management processes and procedures as specified in [Binding Protocol 2 – List of Water Quality Management Processes and Procedures](#).

### 17.1 Training Requirements

The Department expects the Corporation to implement and to maintain appropriate training and levels of competency to ensure the protection of public health. The Corporation shall adopt and implement industry training best practice such as the National Certification Framework for Operators within Drinking Water Treatment Systems and align training vocational outcomes currently contained within the National Water Training Package, and to ensure that training programs are consistent with Federal Requirements.

The Department will expect the Corporation to develop a training program that meets the requirements of the Department.

### 17.2 Risk Management to Cover Entire Catchment to Tap Delivery Chain

The Corporation shall ensure that water quality management processes, procedures and information systems adequately consider any risks, hazards and hazardous events that may affect water in the Corporation's water supply system, including any water the Corporation receives from another person as part of the catchment to tap delivery chain.

The Corporation shall request the other person to provide reliable and consistent real-time information to ensure visibility of the treatment and disinfection of all water supplied to the Water Corporation.

In a situation where water quality management processes, procedures and information systems do not adequately consider risks, hazards and hazardous events that could result in an event of public health significance the Department, in consultation with the Corporation and other stakeholders, will work together to develop and implement the necessary water quality management processes.

### 17.3 Contracts

From time to time the Corporation may enter into contracts with other parties. These may include:

- Engagement of subcontractors – the Department expects the Corporation to include reference to this MoU in the contract specifications.
- Corporation acting under a contract for service provision – the Department expects the Corporation to include reference to this MoU in the conditions of the contract.
- Corporation accepting water from another party under contract – the Department expects the Corporation as part of the contract of sale to require the provider of water to demonstrate compliance with the Framework for Management of Drinking Water Quality contained within the Guidelines. As well as requirements specified in Section 17.2.

The Corporation shall notify the Department in the event that a contract restricts the ability to respond to an issue of public health significance. The Department will seek to initiate remedial actions of all parties concerned and may require the other parties to comply with the Guidelines.



## **18.0 Term Review and Amendment**

### **18.1 *Expiry***

The term of this Memorandum shall be five (5) years or until replaced by an endorsed revision.

### **18.2 *Amendment of MOU upon Agreement***

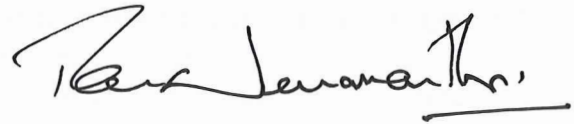
The CEOs can amend this Memorandum at any time upon agreement.

### **18.3 *Amendment of Binding Protocols and Schedules upon Agreement***

The responsible officers can amend the Binding Protocols and Schedules to this Memorandum of Understanding at any time upon agreement.

## 19.0 Endorsements

Signed



CHIEF HEALTH OFFICER  
DEPARTMENT OF HEALTH

Signed



CHIEF EXECUTIVE OFFICER  
WATER CORPORATION

Date: 28<sup>th</sup> Nov 2017.

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for  
Drinking Water

## SCHEDULE 1 - Drinking Water Quality Requirements

The Department of Health expects drinking water providers to:

- implement all elements of the Framework for Management of Drinking Water Quality contained within the *Australian Drinking Water Guidelines 2011 - Version 3.7 Updated January 2022*,
- comply with the microbiological, health related chemical<sup>2</sup> (other than pesticides) and radiological<sup>1</sup> parameters specified in the *Australian Drinking Water Guidelines 2011 - Version 3.7 Updated January 2022*,
- comply with the health values shown in Table 10.6 of the *Australian Drinking Water Guidelines 2011 - Version 3.7 Updated January 2022* guidelines for pesticides, (except those identified by the Pesticides Monitoring Exclusion Policy as published by the Department of Health 2016),
- if exceedances occur in microbiological, health related chemical (including pesticides) or radiological parameters, immediately implement corrective action and undertake a management response that aligns with the short-term and long-term evaluation processes given in *Australian Drinking Water Guidelines 2011 – Version 3.7 Updated January 2022*,
- with respect to *Naegleria* species, no sample of drinking water should contain *Naegleria fowleri*. If *Naegleria* species tolerant to 42 degrees C and above are detected in drinking water, immediately implement corrective action and undertake a management response that aligns with the short-term and long-term evaluation processes given in *Australian Drinking Water Guidelines 2011 - Version 3.7 Updated January 2022*,
- aim to supply drinking water in each locality that complies, as far as practicable, with the Aesthetic guideline values for physical and chemical characteristics set out in Table 10.6 of the *Australian Drinking Water Guidelines 2011 - Version 3.7 Updated January 2022*. However, bearing in mind the high levels of public expenditure which would be required to achieve compliance in respect of some small water supplies, it is accepted that the achievement of this aim throughout the entire State may take many years), and
- identify key surface water and groundwater storages used for advanced water treatment, desalination, and groundwater storage and abstraction that entail significant capital and/or operational cost. The public health imperative and cost of these strategic sources further necessitates the use of robust protection methods that align with the preventative management approach set out in the *Australian Drinking Water Guidelines 2011 - Version 3.7 Updated January 2022*.



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Notes:

- 1 In relation to radiological parameters drinking water providers will be expected to normally sample for radium 226 and radium 228. However, where drinking water providers have undertaken a risk based assessment of drinking water sources showing the likelihood of potentially radioactive features, gross alpha and beta screening will be required.
- 2 The Department of Health may approve departures from the guidelines for individual supplies as it may judge appropriate in light of public health considerations as shown in Schedule 2 – Exemptions from Compliance.



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## SCHEDULE 2 – Exemptions from Compliance

The following schemes have been granted exemption from compliance with Nitrate guidelines
SCHEME/TOWN
Cue
Laverton
Leonora
Meekatharra
Menzies
Mt Magnet
New Norcia
Sandstone
Wiluna
Yalgoo

Notes:

- Water supplied by the above schemes may contain nitrate concentrations between 50 and 100 mg/L (as nitrate).
- Consumption of this water does not pose a risk to adults.
- Nitrate concentrations between 50 and 100mg/L (as nitrate) can cause adverse health effects in bottle fed infants under three months of age when in association with chronic gastrointestinal illness.
- The Department and Corporation through the Community Health Nurse will advise carers of infants less than three months to use alternative water sources to prepare bottle feeds.



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## **SCHEDULE 3 –Requirements for Various Water Service Types**

Four broad levels of water service are set to meet a range of Water Services Licence requirements such as pressure, flow and water quality throughout Western Australia. The following water quality provisions apply to each service type.

- **Standard drinking water service**

A Standard drinking water service is a connection to a water supply that is treated to comply with Schedules 1 and 2 of this Memorandum of Understanding and the standards and principles of the Water Services License.

The Department expects the water supply to comply with all of the provisions of Schedule 1 and Schedule 2 of this Memorandum of Understanding.

- **Farmlands area water service**

Farmlands area water is water that has been originally treated to a drinking water service standard. However, after long detention times in extended pipeline systems it may not comply with microbiological provisions of the guidelines although it would still be compliant with the chemical provisions of Schedules 1 and 2.

The Department expects the water supply to comply with the chemical and radiological provisions of Schedule 1 and 2 in addition to the following conditions:-

- Customers shall be advised to make their own arrangements for treatment at the point of use to ensure compliance with drinking water quality guidelines if the water is to be used for drinking;
- Immediate notification by the Corporation to customers taking up this form of service and upon change of ownership; and
- An annual reminder of the water quality conditions.

- **Service provided by agreement**

Some services by agreement are fully compliant with drinking water quality requirements but cannot meet pressure and flow provisions. Other services by agreement can include services where, due to lack of treatment or operational requirements, the Corporation cannot provide assurance on water quality such that it will meet the provisions of Schedules 1 and 2 at all times. The water provided under a service by agreement will have come from a drinking water catchment.

The Department expects the Corporation to advise consumers either that the water fully complies with drinking water quality requirements OR the water does



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not meet one or more of the microbiological, chemical and/or radiological compliance in accordance with the following conditions:

- Customers are advised to make their own arrangements for water treatment if to be used for drinking;
  - Immediate notification by the Corporation to customers taking up this form of service and upon change of ownership; and
  - An annual reminder of the water quality conditions.
- **Non Drinking Water Service**  
Non drinking water is water that may be sourced from 'Alternative Water', supplied such as stormwater, rainwater and groundwater. There is no intention that this water service should ever be used for human consumption. Such water may not originate from a drinking water or similarly highly controlled catchment.

In the event that this water is supplied the Department expects the Corporation to comply with the Guidelines for Non Drinking uses of Alternative Water in W A.

(Note: The use of recycled waste water is outside the scope of this Schedule. Please refer to the Guidelines for the Non-potable uses of Recycled Water in WA.)