

Audit Ref 2017	Improvement Condition	Issue	Recommendation	Action Plan	Person Responsible/ Implementation Date
			out any infrastructure requirements for member customers, e.g. maintenance of connecting customer assets, head ditches, channels etc.)		
R2	Asset Planning - Planning process and objectives reflect the needs of all stakeholders and is integrated with business planning	HW has a Policy Manual for the South West Irrigation Management Cooperative (SWIMCO) with a focus on operations and administration. There is no policy manual for the South West Irrigation Asset Cooperative who are the owners of the majority of HW's assets. As such, there are limited policies related to the assets and to asset management.	We have recommend that HW develops an overall Asset Management Policy for inclusion in its Policy Manual and recommend that this includes Asset Creation and Asset Disposal Policies.	Review the current documentation for incorporation into an overall AM policy	OM Sept 2017
R3	Asset Planning – Asset Management Plan covers key requirements	HW has an Asset Management - Asset Creation document (October 2010, reviewed in February 2015) that notes in the header that it is part of the Harvey Water Asset Management Plan'. However, we note that the Asset Creation document is not referenced or mentioned in the AMP document.	We would recommend as a minimum that HW includes a reference to the Asset Creation document in the next update of the AMP.	Review the annual Asset management Plan	OM June 2017
R4	Asset Planning – Asset Management Plan covers key requirements	HW has an Asset Management - Asset Disposal document (October 2010, reviewed in February 2015) that notes in the header that it is part of the Harvey Water Asset Management Plan'. However, we note that the Asset Disposal document is not referenced or mentioned in the AMP document.	We would recommend as a minimum that HW includes a reference to the Asset Disposal document in the next update of the AMP.	Review the annual Asset management Plan	OM June 2017
R5	Asset Planning – Asset Management Plan covers key requirements	We note that HW has a Strategic Plan covering 2011-2016 but the strategic themes, objectives, initiatives and measures of success in achieving the objectives are not referenced in the AMP.	We recommend that in the next review of the AMP, HW includes references to the information in the Strategic Plan as these items have a direct relationship on how HW manages its assets	Review the annual Asset management Plan	OM June 2017

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			and this should be reflected in the AMP.		
R6	Asset Operations - Operational policies and procedures are documented and linked to service levels required	We note that the AMP does not provide specific details related to the day-to-day operations of the irrigation districts, the water ordering/demand management activities, the extent and management of the SCADA system, or the utilisation of the Bengier pumping station.	We recommend that HW expands its AMP when next reviewed to provide more details related to the operation of its assets or to provide references to the documents where this information is recorded, e.g. Water Controller Procedure Manual, Sandalwood Road Pumping Station Operations and Maintenance Manual.	Review the annual Asset management Plan	OM June 2017
R7	Asset Operations - Assets are documented in an Asset Register including asset type, location, material, plans of components, an assessment of assets' physical/structural condition and accounting data	<p>No asset condition information is recorded in the AMS as HW considers that although it collects asset condition information during annual inspections of the channels system and in day-to-day inspection and maintenance activities of the other above ground assets, any asset requiring maintenance/renewal/replacement due to condition has a work order created to complete the work.</p> <p>Asset condition is included in Section 2 of the AMP along with the condition ratings used by HW for its inspections. The information in the AMP provides an overview of the general condition for each asset type based on the most recent inspection program. Asset condition is generally considered to be good and this was evidenced during the site inspections that were completed as part of the review.</p>	We recommend that if HW is collecting regular asset condition information, it should record this information so that a better knowledge of the condition of the assets can be tracked.	<p>Review feedback forms from channel chippings</p> <p>Review how information is gathered, evaluated and input into AMS</p>	OM/OSS Oct 2017
R8	Risk Management - Risk management policies and	We note that HW's Risk Management Policy has been developed in accordance with the Australian/New Zealand Standard 4360: 2004 Risk	We recommend that HW reviews its Risk Management Policy and supporting documentation against the	<p>Review WHS documentation and risk management</p> <p>Verify against the standard 31000 (SAI)</p>	OM/OSS July 2017

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	procedures exist and are being applied to minimise internal and external risks associated with the asset management system	Management, which has been superseded by AS/NZS ISO 31000:2009, Risk management.	newer ISO 31000:2009 at the next review of the risk management documentation.		
R9	Contingency Planning - Contingency plans are documented, understood and tested to confirm their operability and to cover higher risks	As was noted in the previous asset management review, HW's Asset Management Plan contains a generic Incident Management Plan based on the various consequences of asset failures/ incidents, rather than for failures or incidents associated with specific assets.	Based on its experiences in the January 2016 bush fire emergency in its area, HW identified that it needs to develop a more detailed Emergency Response Plan as it has never had such a document for managing incidents such as bushfire, floods etc. We strongly support this action and have included it as a recommendation from this review. We would recommend that this Emergency Response Plan should also cover system/data reinstatement and remote operations of the assets should the emergency incident impact on HW's main office location.	Review current documentation and develop plan	OM/CSM July 2017
R10	Contingency Planning - Contingency plans are documented, understood and tested to confirm their operability and to cover higher risks	HW consider that the irrigation water service it provides minimises the impact of major asset failure/outages, with the piped systems in two of the irrigation districts reducing risks associated with channel systems, the growing season minimising impacts and also allowing for shutdown time to undertake repairs and on farm storage being able to be used by the major	We recommend that HW looks to develop a more detailed Contingency Plan related to specific assets/operations. We would expect this Contingency Plan to cover events such as dam outage/shutdown, significant water quality issues, pumping	Review the risk management and develop contingency plans	OM/OSS Sept 2017

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		irrigators to mitigate any short-term water supply outages.	<p>station outage, channel burst, pipe crossing bursts and staff illness/pandemic.</p> <p>By developing more detailed and incident-specific contingency plans, we would expect HW to be able to more effectively and efficiently manage any incident should it occur and the development of these documents would also assist in succession planning for the future.</p>		
R11	Financial Planning - The financial plan states the financial objectives and strategies and actions to achieve the objectives	A Forward Works Program is included in the Asset Management Plan. This only provides a brief summary of major capital projects to be completed during the year but does not provide any financial information. No information is provided on operating costs or financial management in the AMP.	We recommend that HW consolidates information provided in the Asset Management Plan by including an overview of the five year expenditure plan that sets out the income and the operations and maintenance, administration and capital expenditure requirements of the service.	Review the AMP and incorporate the recommendations	OM June 2017
R12	Capital Expenditure Planning - There is a capital expenditure plan that covers issues to be addressed, actions proposed, responsibilities and dates	As noted above, details of the Forward Works Program for the current year are included in Section 7 of HW's Asset management Plan. However, this provides a list of the projects, no details or financial information is included in the AMP.	We recommend that HW consolidates the information included in its AMP to provide for more details on the proposed expenditure for its capital works program.	Review the AMP and incorporate the recommendations	OM June 2017