

Post-Audit & Post-Review Implementation Plan – Operational & Asset Management System Audit 2019

Reference (no./year)	System Deficiency	Auditor's recommendation	Management action	Position Responsible (i.e. CEO, EHO etc)	Target Date for Completion
1/2017	<p><i>Regular Annual Testing of Contingency Plan.</i></p> <p><i>GWC looks to carry out an emergency incident to test the procedures included in its updated Contingency Plan;</i></p>	GWC should develop an annual testing plan to make sure these tests are carried out on a regular basis.	<p>GWC will develop an annual desk-top testing plan which will consider two or three specific broad ranging scenarios.</p> <p>This will include group participation and evaluation and participants will include GWC staff, two members of the Board and where applicable operations contractor and other specialists identified depending on the scenarios chosen, who can provide knowledgeable input to the scenarios selected for evaluation.</p>	General Manager	31/12/2019
1/2019	<p><i>All Policies and Procedures included within this manual are marked as being 'Draft' documents;</i></p> <p><i>Page 4 of manual refers to 'Water Services Regulations 2010';</i></p> <p><i>No reference to compliance with section 21(1)(b) of the Act within the manual.</i></p>	<p>The GWC's Policies and Procedures Manual should:</p> <ul style="list-style-type: none"> • Be finalised and its contents approved; • Correct references to the Water Services Regulations 2013; and • Include appropriate references to all compliance obligations which originate from its water services licence. 	<p>GWC will update and improve its Policies and Procedures Manual by:</p> <ul style="list-style-type: none"> • Finalising all Policies and obtaining approval; • Correct references to outdated Water Services Regulations; • Including Policies and Procedures for all compliance obligations which originate from our Water Services Licence 	Office Manager	31/12/2019
2/2019	<p><i>The GWC Management team stated verbal notice was given to owners or occupiers but only in cases of more extensive works (not for smaller works);</i></p>	GWC must comply with its obligations in terms of section 173(4) of the Act and provide 48 hours' notice of proposed entry to a place for the purposes of doing works.	GWC have taken the proactive step, prior to the final Audit Report being received, to obtain 'signed authority to access' from all customers to carry out minor	Office Manager	31/12/2019

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			<p>repairs, maintenance and monthly meter reading negating the need to provide 48 hours' notice.</p> <p>GWC will only provide notice to its customers when a major break-down/burst or planned maintenance works occurs as all other works are covered by the 'signed authority to access' as per section 173(4) which states "unless the owner agrees otherwise".</p> <p>GWC are still in the process of obtaining the 'signed authority to access' with a large portion of customers already returning their forms.</p> <p>Customers who chose not to provide a 'signed authority to access' will be provided with 48 hours' written notice of routine maintenance as per template.</p> <p>Please Note: Any routine maintenance that GWC has been carrying out from time to time has not caused the occupants of a place disruption to the water service as the time required to carry out such routine maintenance was minor and many of this routine maintenance was at the request of the property owner or provided a better delivery of water to the property after the maintenance was effected.</p>		

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3/2019	<i>During the Audit Period, GWC mostly provided verbal notice for proposed entry;</i>	GWC must provide written notice of proposed entry to a place in compliance with section 174(1) of the Act.	<p>GWC have taken the proactive step, prior to the final Audit Report being received, to obtain 'signed authority to access' from all customers to carry out minor repairs, maintenance and monthly meter reading negating the need to provide 48 hours' notice.</p> <p>GWC will only provide notice to its customers when a major break-down/burst or planned maintenance works occurs as all other works are covered by the 'signed authority to access' as per section 173(4) which states "unless the owner agrees otherwise".</p> <p>GWC are still in the process of obtaining the 'signed authority to access' with a large portion of customers already returning their forms.</p> <p>Customers who chose not to provide a 'signed authority to access' will be provided with 48 hours' written notice of routine maintenance as per template.</p> <p>Please Note: Any routine maintenance that GWC has been carrying out from time to time has not caused the occupants of a place disruption to the water service as the time required to carry out such routine maintenance was minor and many of this routine maintenance was at</p>	Office Manager	31/12/2019

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			the request of the property owner or provided a better delivery of water to the property after the maintenance was effected.		
4/2019	<p>Capital Expenditure Planning <i>Reviewer was expecting to review a standard minimum five-year rolling plan of capital expenditure items, and their estimated costs. However, there appears to be no such documentation in support of the AMP.</i></p>	<p>That GWC includes a rolling five-year list of anticipated renewable and new works capital expenditure costs with each future Asset Management Plan.</p>	<p>Gascoyne Water has been negotiating with successive State Governments on becoming the single irrigation water service provider in Carnarvon. These negotiations have included;</p> <ol style="list-style-type: none"> 1. Operation and future asset ownership of the Department of Primary Industries and Regional Developments' Gascoyne Foodbowl Initiative (GFBI) Borefield. 2. Future asset transfer and system operation of the Southern Borefield from Water Corporation. <p>Through these negotiations, which are still progressing, Gascoyne Water has dealt with uncertainty including changes of Government driving new State Government policy and personnel turnover within Government departments with the knowledge and continuity of such negotiations being lost.</p> <p>This notwithstanding, Gascoyne Water do acknowledge the deficiency of an annually updated capital expenditure plan.</p> <p>Gascoyne Water have already commenced Capital Expenditure planning as part of our 2019/2020 budget process. Unfortunately,</p>	General Manager	31/10/2019

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			<p>budgeting has been delayed due to negotiations on bulk water supply charge from the Water Corporation for the 2019/2020 year. Once these negotiations are complete Gascoyne Water commit to producing an annual Capital Expenditure plan as part of the budget process for board approval.</p> <p>The Capital Expenditure plan will be incorporated in the annual budget review.</p>		