

# Aquasol – 2021 Operational Audit and Asset Management System Review

## Post Audit Implementation Plan

| Reference (no./year) | Asset System Deficiency                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Auditor's recommendation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Management action                                      | Person Responsible                                     | Target Date for Completion |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|--------------------------------------------------------|----------------------------|
| 01/2021              | <p>From review of a sample of Sewer Account Bills issued in 2019/20 (first billing period) and 2020/21, the auditor found that the Sewer Account Bills included the prescribed information except for:</p> <ul style="list-style-type: none"> <li>The nature and amount of any applicable concession, discount or rebate.</li> </ul> <p>This information is included in the Aquasol Standard Terms and Conditions – Provision of Sewer Services.</p>                                                                                                                                                                                                                                                                                                                                                                   | The Sewer Account Bills should be updated to include the nature and amount of any applicable concession, discount or rebate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Management to confirm that recommendation has been met | Francisca Haro<br>Project & Environmental Co-ordinator | End of July 2021           |
| 02/2021              | <p><b>4. Environmental Analysis</b></p> <p><i>4.3 Compliance with statutory and regulatory requirements.</i></p> <p>The DWER licence for the WWTP (and associated conditions) was not provided. Performance/monitoring and reporting requirements are not referenced in the AMP. A Works Approval (W6034/2017/1) for the project was located via the DWER website – this contains performance and monitoring requirements, operational controls and other environmental risks which should be referenced in the Asset Management documentation.</p> <p>Aquasol hold the Department of Health ('DoH') approval for the recycling scheme and the Nutrient and Irrigation Management plan. The conditions of the DoH approval should be referenced by the AMP along with any performance and monitoring requirements.</p> | <p>a) The Asset Management Plan should be updated to include references to:</p> <ul style="list-style-type: none"> <li>the DWER licence conditions of approval and performance and monitoring requirements;</li> <li>the DoH Licence conditions of approval and the performance and monitoring requirements; ad.</li> <li>Details of the formal agreements between Aquasol, the Strata Company and the Lakelands Country Club golf course.</li> </ul> <p>b) The ERA Lakelands – Commitments to Follow Register and the DOH Lakelands – Commitments to Follow Register should be updated to include the DWER and DoH licence requirements, in the form of a calendar of the annual reporting and compliance activities assigned to specific roles.</p> | Management to confirm that recommendation has been met | Project & Environmental Co-ordinator                   | End of 2021                |

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|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------|--------------------|----------------------------|
|                         | Details of the formal agreement between Aquasol and the Strata Company for managing the wastewater collection into the WWTP and between Aquasol and the Golf Course for ongoing disposal/re-use of the treated wastewater should be referenced by the AMP. The responsibilities of Aquasol, the property owner and residents/golf course are set out in the Aquasol Standard Terms and Conditions – Provision of Sewer Services available on the Aquasol website. |                          |                   |                    |                            |