

**Program:** Water Treatment  
**Date of Adoption:** 22/07/2026  
**Resolution Number:** ORD-2026-155  
**Review Date:** 22/07/2030

### Scope

This policy applies to the treatment and distribution of potable water from 'source to tap' within the Mackay Regional Council (MRC) local government area.

### Objective

To provide a strategic, preventative approach to drinking water quality management and to outline the policy for the treatment and distribution of potable water from 'source to tap' within the MRC local government area in order to:

- Protect public health
- Meet Regulatory and guideline requirements
- Maintain community confidence in Council's drinking water supply

### Policy Statement

Water Treatment & Water Networks are committed to managing our water supply effectively to provide a safe, high-quality drinking water that consistently meets the Australian Drinking Water Guidelines (ADWG) and other regulatory requirements as well as consumer expectations, through effective governance, monitoring and assurance arrangements.

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This process to remain in force until otherwise determined  
by Mackay Regional Council

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## 1.0 Principles

MRC is responsible for the provision of quality, cost effective and environmentally sustainable water services within the region.

MRC is committed to delivering sustainable water services to the region in an efficient and commercially responsible manner, through its Water Treatment and Water Networks programs.

To achieve this, in partnerships with stakeholders and relevant agencies, MRC will:

- Manage water quality at all points along the delivery chain from source water to the consumer's tap by using a risk-based approach in which potential threats to water quality are identified and managed to minimise any threat to drinking water quality in accordance with the risks identified in the Drinking Water Quality Management Plan (DWQMP) and the ADWG framework.
- Comply with the health based criteria and where practicable the aesthetic based criteria of the ADWG framework.
- Integrate the needs and expectations of our consumers, stakeholders, regulators and employees into our planning with effective two-way communication.
- Maintain appropriate contingency planning and incident response capacity.
- Participate in appropriate research and development activities (including employee training) to ensure continued understanding of drinking water quality issues and performance.
- Contribute to the debate on setting industry regulations and guidelines, and other standards relevant to public health and the water cycle.
- Continually improve its practices by assessing performance against regulatory obligations, corporate commitments and stakeholder expectations.

MRC will implement and maintain a Drinking Water Quality Management System consistent with the DWQMP and ADWG framework and other regulatory requirements to effectively manage the risks to drinking water quality.

The senior management of MRC are responsible for:

- Ensuring that the activities of MRC are in keeping with this policy.
- Providing governance oversight of drinking water quality performance and assurance
- Facilitating the implementation of this policy by providing the necessary authorities and allocating the required funding within MRC's budgetary constraints.

All managers, employees and contractors involved in the supply of drinking water are responsible for:

- Understanding and complying with this policy
- Implementing and maintaining the Drinking Water Quality Management System
- Contributing to continuous improvement of the drinking water quality management system.

MRC will communicate transparently with regulators, stakeholders and the community regarding drinking water quality, performance and incidents in a manner that supports public confidence.

## 2.0 Definitions

To assist in interpretation the following definitions shall apply:

**Act** shall mean *the Water Supply (Safety & Reliability) Act of 2008*

**ADWG** shall mean *Australian Drinking Water Guidelines 2011*

**DWQMP** shall mean *Drinking Water Quality Management Plan*

**Council** shall mean the collective body of all elected representatives of Mackay Regional Council, as constituted under the *Local Government Act 2009*, responsible for governing the local government area and making decisions in the public interest.

**MRC** shall mean *Mackay Regional Council*

**Region** shall mean *the area within the boundaries of MRC*

## 3.0 Review of Policy

This policy will be reviewed when any of the following occur:

- The related documents are amended or replaced.
- Other circumstances as determined from time to time by a resolution of Council
- Significant changes to legislation, regulatory requirements, organisational arrangements, or drinking water risk profiles

Notwithstanding the above, this policy is to be reviewed at intervals of no more than four (4) years.

## 4.0 Reference

- *Water Supply (Safety & Reliability) Act of 2008*
- Australian Drinking Water Guidelines
- Drinking Water Quality Management Plan (DWQMP)

Version Control:

| Version | Reason / Trigger | Change                    | Endorsed / Reviewed | Date     |
|---------|------------------|---------------------------|---------------------|----------|
| 1       | New Policy       |                           | Council             | 20.07.11 |
| 2       | Review of Policy | Amendments to Policy      | Council             | 23.11.16 |
| 3       | Review of Policy | Minor amendment to policy | Council             | 10.04.19 |
| 4       | Review of Policy | Amendments                | Council             | 24.05.23 |
| 5       | Review of Policy | Minor Amendments          | Council             | 22.07.26 |