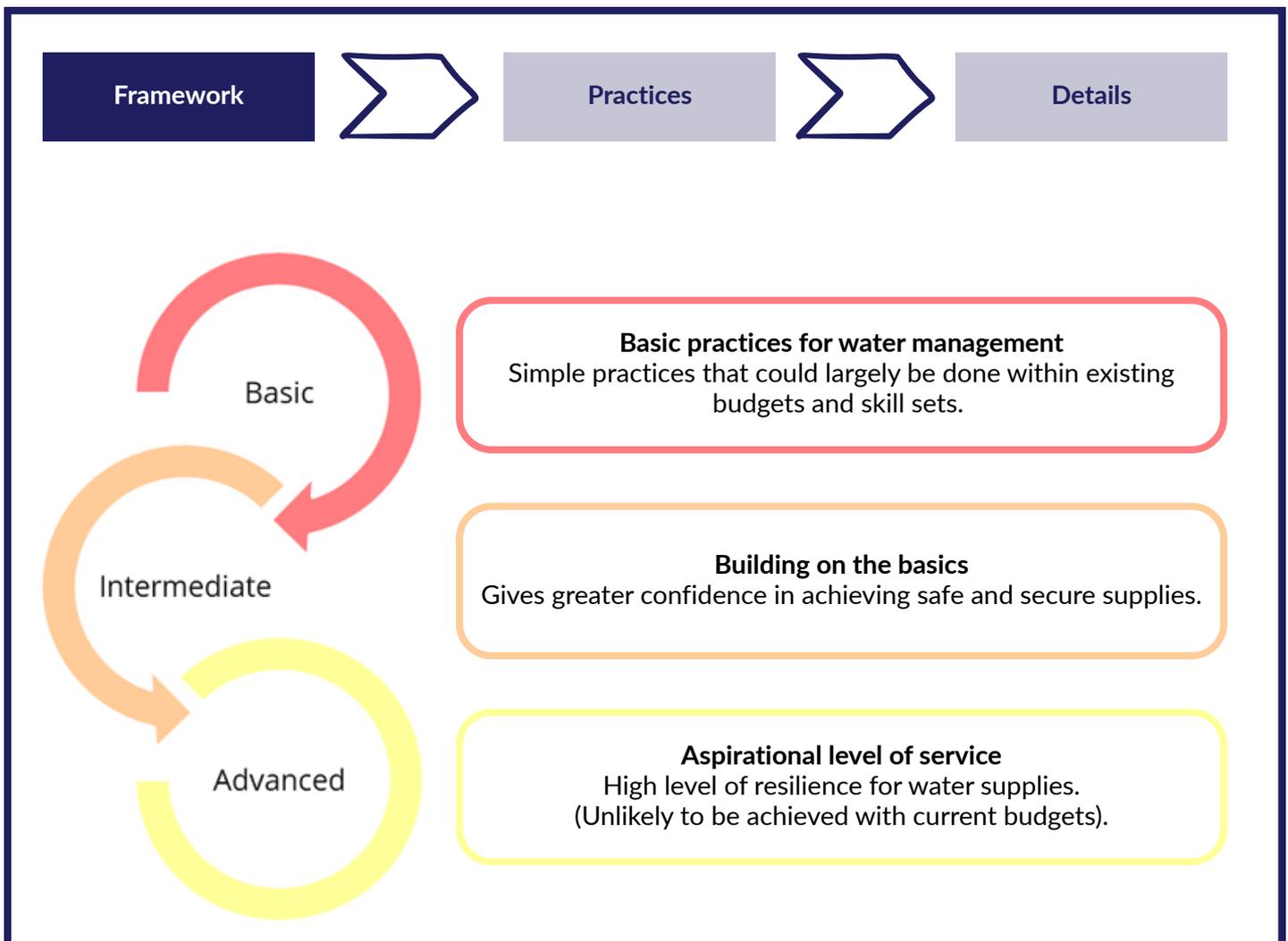Ekistica

NORTHERN TERRITORY GOVERNMENT

Water for Homelands Fact Sheet:
Continuous Improvement Framework

Continuous improvement framework: a system which embeds and grows an approach of best practice aligned with available funding, capacity and capability, while supporting transparency in funding and service delivery.

This framework supports:

- Clarity of what **level of service** is expected under the Homelands Program Guidelines;
- Clarity of what NTG **funding can support** – i.e. only support for basic levels of best practice;
- Fair **prioritisation** of requests for capital funding – infrastructure which supports basic levels of best practice can be prioritised over intermediate and advanced best practices;
- A **pathway** to Water Site Surveys (Sanitary Inspections) and subsequent Water Safety Plans which are keystones to a best practice approach.

| Framework | > | Practices | > | Details |

Basic

Basic practices for water management
Simple practices that could largely be done within existing budgets and skill sets.

Intermediate

Building on the basics
Gives greater confidence in achieving safe and secure supplies.

Advanced

Aspirational level of service
High level of resilience for water supplies.
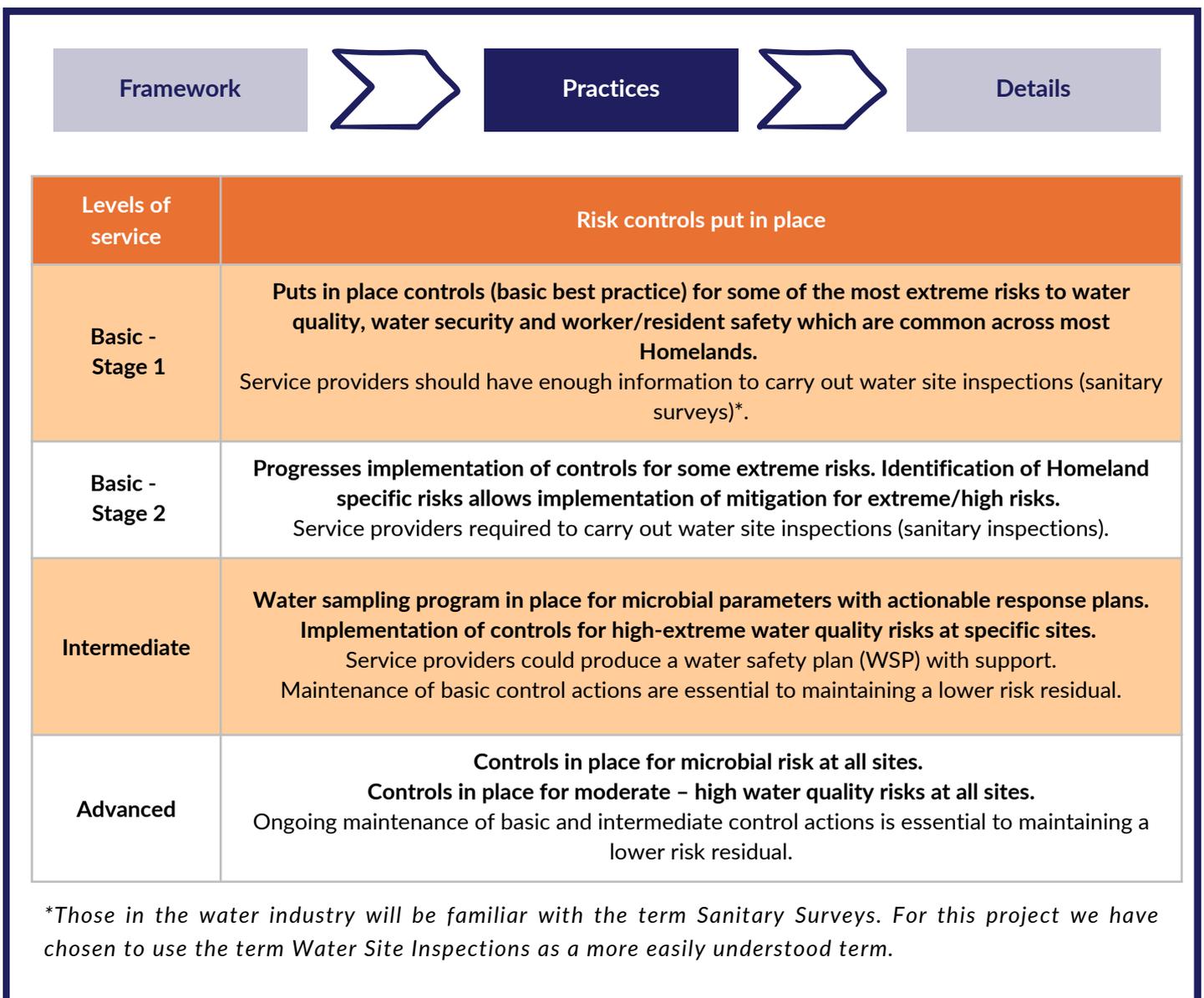(Unlikely to be achieved with current budgets).

Generally, service providers would be able to achieve the 'basic' level practices within the current grant agreement. Even where there are major infrastructure shortfalls, there are practices which can be undertaken which reduce risk and improve the reliability of supply.

Water for Homelands Fact Sheet:
Continuous Improvement Framework

There are practices which can be undertaken which reduce risk and improve the reliability of supply.

Each increasing level of service decreases risk and creates a pathway for capacity building. Having the practices in place from 'Basic - Stage 1' are still essential at an advanced level of service. Building the capacity to support these levels of service will take time.

Some providers will advance faster than others due to being able to leverage funding from other sources, having more skilled capacity or having simpler systems to operate.

Framework > **Practices** > **Details**

Levels of service	Risk controls put in place
Basic - Stage 1	**Puts in place controls (basic best practice) for some of the most extreme risks to water quality, water security and worker/resident safety which are common across most Homelands.** Service providers should have enough information to carry out water site inspections (sanitary surveys)*.
Basic - Stage 2	**Progresses implementation of controls for some extreme risks. Identification of Homeland specific risks allows implementation of mitigation for extreme/high risks.** Service providers required to carry out water site inspections (sanitary inspections).
Intermediate	**Water sampling program in place for microbial parameters with actionable response plans. Implementation of controls for high-extreme water quality risks at specific sites.** Service providers could produce a water safety plan (WSP) with support. Maintenance of basic control actions are essential to maintaining a lower risk residual.
Advanced	**Controls in place for microbial risk at all sites.** **Controls in place for moderate – high water quality risks at all sites.** Ongoing maintenance of basic and intermediate control actions is essential to maintaining a lower risk residual.

Those in the water industry will be familiar with the term Sanitary Surveys. For this project we have chosen to use the term Water Site Inspections as a more easily understood term.

Water for Homelands Fact Sheet:
Continuous Improvement Framework

Basic best practices are fairly simple practices and infrastructure standards that all water supplies in Homelands would benefit from. Below shows what is required for this first step level of service, framed through areas of impact - Water Quality, Water Security, Workplace and Resident Health and Safety.

Water Quality Management - Looking after your infrastructure is critical to water quality and public health. Water quality can turn bad from bugs, chemical or minerals in the water and drinking bad water can make people very sick.

Water Security - Homelands can run out of water due to infrastructure and source failure. Identify and address risks to water security early to reduce the risk of running out and more expensive repairs later.

Resident & Workplace Health and Safety - To reduce the risks of accidents, injury disease or death, water management infrastructure should be kept secure and in good condition. Workers must know how to work on that infrastructure safely.

Resident Engagement - Informed residents can be empowered to make decisions about their water supply and can assist in improving management and reducing risks and service costs.

Framework	>	Practices	>	Details

Level of Service	Water Quality Management	Water Security	Resident & Workplace Health and Safety	Resident Engagement
Basic Stage 1	1. Holes in bore head sealed (active and old bores) 2. Concrete plinth around bore with no cracks 3. Bore head raised above flood levels 4. Tanks have lids and access hatches are sealed and locked 5. Bores are located >100m from septic systems 6. No leaks in tanks and pipework including reticulation systems 7. Backflow prevention devices are installed and maintained 8. Stock troughs are used where appropriate 9. Fences and locked gates around bores and tanks	10. Automatic bore start/stop in place 11. Water meter on bores 12. Water use readings done quarterly	13. Maintenance checklists completed quarterly or more 14. Age of bore pumps known 15. Asset register in place 16. Electrical panels are locked 17. Large animals are kept away from water compounds 18. Elevated tanks have locked ladders and safety rails	19. Residents know how and when to call their SP 20. SP has in place a check list or triage system for resident calls