

## 8 Audits

The RWMP and associated conditions were scheduled for a regular (external) audit by 31 August 2022 in accordance with the Information Notice for the Decision. The audit was undertaken in the week of 27 June 2022 by Water Futures Pty Ltd. The purpose of the regular (external) audit was to assess compliance with the approved RWMP and Regulator-applied conditions. The audit was conducted pursuant to the requirements of the Act. The findings of the audit are reported to the Regulator.

The overall audit found Seqwater complied with its obligations under the Act and Audit Guidelines. No notifiable observations (that need immediate notification to the Regulator) were found. Observations made during the audit found the RWMP to be relevant to the Scheme.

The Audit period was from the date of the approval of the current plan (6 July 2021) to the field audit date June 2022. For the audit period, no poor quality or inadequately maintained infrastructure was observed. Therefore, a compliant audit finding has been made by the auditor under the Act.

There were no non-conformities with the Act, RWMP and Conditions in the Information Notice for Decision for the RWMP. Five opportunities for improvement (**OFIs**) were identified during the audit to align with best practice or to reduce the risk of future non-conformities. The regular audit findings are detailed in Table 4 along with action taken, or planned to be taken, to address the recommendations of the audit report.

**Table 4. Details of regular (external) audit findings of RWMP and Regulator-applied conditions for the Reporting Period**

Regular audit finding	Details	Action taken or planned to be taken
OFI	Consideration should be given to implementing a Laboratory Information Management System (LIMS) to schedule, oversee, manage, and report the verification monitoring program, or seeking support from a laboratory services provider to undertake that function	Options being investigated. Implementation plan in development.
OFI	Consideration should be given to drawing upon operational experience with the scheme and setting more practical monitoring procedures, frequencies, and tolerances, based on good practice, but not being unnecessarily stringent.	Tolerance ranges under review. To be implemented Jan 2023.
OFI	Consideration should be given to uncoupling or reorienting the monitoring program such that operations and production take priority over monitoring logistics.	Under review. To be actioned as part of Regular review March 2023.
OFI	Consideration should be given to ensuring absolute clarity for all sampling points to ensure new or relief samplers or operators draw from the correct sampling points	Complete. Improvements to sample point labelling, sampling procedures and training complete.
OFI	Consideration should be given to opportunities drawing from operational experience to optimise the outfall discharge requirements and raw water criteria, and possibly look at other means to manage odour-related risks, to help move towards a more continuous and reliable draw of effluent from the STP into the AWTP.	Complete. Changes to operation of Luggage Point STP have significantly improved consistency and reliability of source water quality to Luggage Point AWTP.

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02	D22/123055	Principal Product Quality	3/01/2023	Manager Technical Support and Improvement

There were no internal audits scheduled in the Reporting Period. The next internal audit is scheduled to be performed by 31 August 2024. A remaining finding from the previous internal audit scheduled to be addressed in the 2021-2022 reporting period was Stage 2 of the planned actions to address the Laboratory Quality Assurance minor non-conformance 5 (mNCR). This mNCR has been implemented on an as-needed basis and has also been linked to the renewal of the external laboratory contract which was issued for tender during 2022.

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