

## POLICY



**Date adopted:** 19/09/2017  
**File no:** 128835-1  
**Minute number:** 269/2017

**Policy title:** WASTEWATER INUNDATION – THE COUNCIL’S RESPONSE

**Directorate:** TRANSPORT AND WATER SERVICES

**Branch:** WATER SERVICE DELIVERY

**Policy objective:** To ensure impact to customer is minimised and Council is efficient and fair in response to wastewater inundation incidents in premises.

**Policy scope:**

1. In the spirit of community service, the Council will undertake remedial measures set out in this policy. The undertaking of remedial measure by Council is not an admission of liability on its part. Remedial measures conducted under this policy are to be undertaken on a "without prejudice" basis.
2. Upon receiving notification of a wastewater inundation at premises, the Council’s employees from the relevant departments will carry out a co-operative and co-ordinated response in performing the actions set out in this Policy.

**Definitions:**

Not applicable.

**Policy statement:**

The following procedures support the objectives of this policy.

1. The Director of Transport and Water Services or nominee shall be responsible for overseeing any remedial work directing all persons, including Council employees and employees of private contractors involved in remedial work, to restore the Council's sewerage system to normal operations as soon as possible.  
  
Clean up work for these employees shall constitute the removal of debris from the outside of premises. Disinfection of external areas of buildings shall also be their duty.
2. The Director of Transport and Water Services or nominee shall direct all persons, including Council employees and employees of private contractors involved in remedial work to remove waste and disinfect all areas external to premises affected by the wastewater inundation, but excluding any buildings. Signed consent and confirmation from the resident should be sought where it is considered that the items may be of personal or other value.

- In the event that debris is removed by Council employees they shall make a record of the items of debris removed and where appropriate take photographs of the debris prior to removal. Any record and photographs are to be provided to Council's Senior Insurance Officer.
3. The Director of Transport and Water Services or nominee shall take responsibility for overseeing all remedial work and directing all persons, including Council employees and employees of private contractors involved in remedial work, to remove waste, disinfect and sanitise the internal of any premises and any buildings external to the premises, affected by the wastewater inundation. The director or nominee will ensure that:
    - (a) If the occupants have been requested to vacate the premises whilst remedial work is performed and the occupants do not have alternative accommodation, suitable emergency accommodation will be provided on a temporary basis for a maximum of two (2) nights only, with the cost of emergency accommodation to be paid by the Council.
    - (b) Reasonable costs may be reimbursed to occupants on application to Council in compensation for separation from the premises (meals, incidentals etc) on provision of receipts or other appropriate written evidence.
    - (c) If the occupants are unable to provide their own transportation to take them to their emergency accommodation, transportation will be arranged, the cost of which will be paid for by the Council.
    - (d) Professional cleaners, appointed by the Council, shall carry out waste removal, disinfection and sanitation of all buildings affected by the wastewater inundation.
    - (e) The occupants will be advised once remedial work has been completed.
  4. The Council’s Senior Insurance Officer is to be notified by the Director of Transport and Water Services or nominee of instances where property damage and/or health hazards are evident.
  5. The Council’s employees, other than the Senior Insurance Officer and appointed insurance assessors, shall not enter into any discussion with reference to liabilities or claims in connection with the structure, fit out, drainage or possessions relative to the affected premises.
  6. If another incident occurs on the same premises, subsequent measures may vary. The Director of Transport and Water Services or nominee will notify the Senior Insurance Officer appropriately.
  7. Where premises have been affected by an inundation of wastewater, the owner of the premises may make a written application to the Council for a determination in respect of damages on a "without prejudice" basis.

**Related policies/legislation/other documents:**

DOC ID	DOCUMENT TYPE	DOCUMENT NAME
<a href="#">8424391</a>	Delegation of Authority	Wastewater Inundation - The Council's Response