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Policy Type: Strategic

Responsible Officer: Director of Engineering Services

Department: Engineering Services

Version	Decision Number or CEO Approval	Decision Date	Status / History
1	OM-0109/14	26 November 2014	Adopted
2	OM-0227/15	25 November 2015	25 November 2020
3	OM-0195/18	24 October 2018	24 October 2023
4	OM-116/21	26 May 2021	26 May 2026

1. BACKGROUND

Goondiwindi Regional Council is committed to offering assistance to farming families, businesses and communities affected by drought within its local government area through the supply of water for domestic purposes.

2. PURPOSE

The purpose of this policy is to provide guidelines for eligibility & collection of domestic water by residents residing in a drought declared area.

3. POLICY STATEMENT

- Resident must reside in a drought declared area within the local government area.
- Eligible residents are entitled to a minimum load of 1,000 litres (1 kilolitres) per collection.
- Fees & charges shall apply in accordance with Council's Revenue Statement.
- Water is to be used for domestic purposes only.
- Water can be collected from nominated filling points at any time.
- The Resident is responsible for the collection and cartage of all water.
- Council gives no guarantee of the drinking quality of the water once collected.

4. SCOPE

The scope of this policy shall apply to rural & rural residential properties in drought declared areas as determined by the Department of Agriculture, Fisheries and Forestry within the local government area.

5. ELIGIBILITY

To be eligible for the supply of water under this policy, the resident must reside in a drought declared area within the local government area.

6. FEES & CHARGES

All charges shall be calculated as per section 3.2 'Water Supply Consumption Charges' of Council's Revenue Statement.

7. APPROVAL RESTRICTIONS

Approvals shall be restricted to a minimum load of 1,000 litres (1 kilolitre) per collection.

8. COLLECTION OF WATER

Pre-paid customer cards must be paid for in full and loaded either in person at a Council Customer Service Centre, or by telephone. prior to collection of water. Collection is available at any time via Council's self service water filling stations.

It is the resident's responsibility to arrange for the collection and cartage of all water purchased under this policy.

9. NOMINATED FILLING POINTS

Water shall be collected from the following nominated filling points:

- Goondiwindi Works Depot
West Street, Goondiwindi
- Inglewood Lions Park
Brook Street side of Lions Park, Inglewood
- Texas Works Depot
Flemming Street, Texas

10. WATER QUALITY

Council makes no guarantee of the drinking quality of the water once collected. Residents are encouraged to engage the services of an accredited drinking water carrier.

11. ADMINISTRATION GUIDELINES

- The Applicant must complete the prescribed form and lodge at Council's Customer Service Office;
- The Council Officer will:-
 - calculate the relevant fees & charges;
 - take payment; and
 - provide a Tax Invoice/Manual Receipt and receipt.
 - Load the credited amount on the customer's pre-paid card.
- Director of Engineering Services to notify Customer Service and Depot/Stores Officers of any changes to the drought declared areas.

12. REVIEW DATE

October 2026

13. ATTACHMENTS

Nil