

# MANUAL

## DELIVERY OF DEVELOPER WORKS



VERSION: 1.0



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## 1. Introduction

Hunter Water's vision is to be a valued partner in delivering the aspirations for our region. This includes playing a key role in supporting the NSW Government's *Hunter Regional Plan 2036*. To achieve this, Hunter Water encourages and supports the development and redevelopment of land throughout our area of operations.

Hunter Water has implemented a new delivery model for the creation of Developer-funded network infrastructure. This model is based on the recognition that simple, or Routine, Works present fewer risks than those of more technically challenging infrastructure projects, or Complex Works. Accordingly, Hunter Water wishes to focus more of its attention on projects which present higher risks and reduce its involvement in the delivery of Routine Works.

## 2. Purpose

This manual provides an overview of Hunter Water's delivery model for the creation of Developer-funded network infrastructure to ensure the quality of water, recycled water, stormwater and sewerage assets constructed by Developers.

Hunter Water is committed to maintaining a high level of reliability of its assets to continue to dependably and efficiently provide services to its customers and the community. As part of this commitment, Hunter Water is certified to, or is in the process of becoming certified to, the following International Standards:

- ISO 9001 Quality management system
- ISO 14001 Environmental management system
- ISO 55001 Asset management system.

It is critical the required level of quality is achieved for all assets designed and constructed via this process. This includes design and construction to required standards including but not limited to relevant International or Australian Standards, Water Services Association of Australia (WSAA) codes and Hunter Water Standard Technical Specifications.

The Developer and the Accredited Suppliers engaged by the Developer for design, certification and construction functions, must each contribute to this outcome and be accountable for their actions.

Hunter Water will continue to play a role in the delivery of developer assets by providing oversight through a number of mechanisms, including the accreditation process, auditing, and performance monitoring to defined requirements.

## 3. Scope

This manual incorporates all documents listed in the '[Incorporated documents](#)' section of this manual and referred to in the Deed.

This manual outlines the roles, requirements and processes to be followed by the participants engaged in the delivery of Developer Works. This manual also provides an overview of Hunter Water's role. For more detailed instructions and requirements, you are guided to the appropriate documents listed in either the '[Incorporated documents](#)' or the '[Related documents](#)' sections.

To access Hunter Water's documents for delivery of Developer Works, go to '[A New Delivery Model for Developer Works](#)' page on [Hunter Water's website](#).



### 3.1 Audience

This manual is directed to the following groups to guide them through the processes involved in Hunter Water's delivery of Developer Works model:

- Developers
- Accredited Design Consultants
- Accredited Construction Contractors/Licensed Plumbers
- Hunter Water
- Community/Customers

## 4. Definitions

| Term  | Definition  |
|---|---|
| <b>Accreditation</b>                                | The declaration by Hunter Water that a supplier is capable of delivering a particular category of design, certification, engineering and/or audit services to required standards. Accreditation entitles: <ul style="list-style-type: none"> <li>• Accredited Suppliers to be listed on Hunter Water's Accredited Suppliers Registers, and</li> <li>• Accredited Suppliers to perform work within Hunter Water's area of operations.</li> </ul>   |
| <b>Accreditation Administrator</b>                  | A Hunter Water employee who manages the Supplier Management System and ensures supplier profiles are up to date with audit results and non-conformance resolution activities.   |
| <b>Accreditation category</b>                       | The precise nature of Works for which applicants are applying and for which they must be deemed to be competent before achieving accreditation status.  |
| <b>Accreditation conditions</b>                     | The ongoing conditions which Accredited Suppliers must meet to maintain their accreditation. It includes, without limitation, compliance with all applicable laws and contracts, and such other requirements determined by Hunter Water.  |
| <b>Accredited Construction Contractor</b>           | A contractor approved by Hunter Water's accreditation process to perform construction services for developer Works in a nominated subcategory. The accreditation includes the contractor's key personnel.   |
| <b>Accredited Construction Contractors Register</b> | The list of contractors acknowledged by Hunter Water as having the necessary skills, experience, qualifications, expertise, management systems, and capability to perform construction services in specified categories of Works within Hunter Water's area of operations.  |
| <b>Accredited Design Consultant</b>                 | A design consultant approved in accordance with Hunter Water's accreditation process for developer Works. Accredited Design Consultants have a range of functions and duties defined in 'Manual – Delivery of Developer Works': <ul style="list-style-type: none"> <li>• Design for Routine Works – completing the investigation, design and contract documentation of all water and sewerage Works in accordance with the Notice of Requirements and relevant design standards</li> <li>• Certification for Routine Works – acting as quality manager for the asset-creation process. This includes certifying the design, verifying the Works are constructed as per the design, including the use of any temporary Works and approved products. It also involves conducting inspections to ensure the Accredited Construction Contractor meets all environmental and WHS requirements in the Developer Works Deed and its referenced documents and standards. When all requirements have been satisfactorily met, issuing the Certificate of Completion for the Works, and</li> <li>• Design for Complex Works – responsible for completing the design and contract documentation for Developer Works in accordance with the Notice of Requirements and relevant design standards</li> </ul> |
| <b>Accredited Design Consultants Register</b>       | The list of design consultants acknowledged by Hunter Water as having the necessary skills, experience, qualifications, expertise, management systems, and capability to perform engineering, certification and/or audit services in the specified categories of Works within Hunter Water's area of operations.  |

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| Term  | Definition   |
|---|--|
| <b>Accredited Supplier</b>                  | An Accredited Construction Contractor or an Accredited Design Consultant.  |
| <b>Accredited Supplier Application Form</b> | A form submitted by an applicant to be considered for Accredited Supplier status, and to be included on Hunter Water's Accredited Suppliers Registers, in accordance with Hunter Water's accreditation process, includes this document, the application form/s, and any other information or documents necessary to enable a proper consideration of an applicant's capacity to perform Works to the necessary standard.                           |
| <b>Applicable requirements</b>              | Any conditions such as shutdown requirements, WSAA Codes, requirements provided by this manual, and all relevant Australian standards.   |
| <b>Applicant</b>                            | A party who applies to be an Accredited Supplier of developer Works within Hunter Water's area of operations.  |
| <b>Approved product</b>                     | An item in Hunter Water's Approved Products and Manufacturers Register, as listed on Hunter Water's website.   |
| <b>Area of operations</b>                   | The geographic region in which Hunter Water operates.  |
| <b>Audit</b>                                | A method or system for assessing Accredited Suppliers for Developer Works and the services they provide.   |
| <b>Auditor</b>                              | A Hunter Water employee or nominated agent who performs an audit.  |
| <b>Authority</b>                            | A governmental, semi-governmental, local or other body that exercises regulatory or legal power over Hunter Water and/or Accredited Suppliers.   |
| <b>Certificate of Completion</b>            | A document submitted by an Accredited Design Consultant to Hunter Water confirming all Works are complete and asset quality, safety and environmental performance requirements have been achieved for Routine Works.   |
| <b>Completion Certificate</b>               | A certificate issued by Hunter Water to the Developer verifying the Works are complete, as part of a Complex Works Deed.   |
| <b>Concept design completion</b>            | The stage when the Developer reasonably believes the design documentation includes sufficient detail for the Developer to prepare or procure the preparation of detailed documents that accord with the Deeds.   |
| <b>Inspection and Test Plan</b>             | A plan the Accredited Construction Contractor is required to prepare as outlined in the Project Plan.  |
| <b>Defects liability period</b>             | A period of time under a construction contract, commencing at issue of a Completion Certificate and ending at final completion, during which any defects identified by Hunter Water are rectified by the Developer at their own expense. Also known as the DLP.  |
| <b>Design Checklist</b>                     | A checklist an Accredited Design Consultant submits to Hunter Water which verifies the design documentation is compliant to all relevant standards and codes.  |
| <b>Design Compliance Certificate</b>        | A document submitted by an Accredited Design Consultant to Hunter Water confirming the design complies with the applicable Developer Works Deed and the documents and standards referred to in it. The Design Compliance Certificate must be submitted with the final design drawings, all supporting design documentation and the applicable design checklist.  |
| <b>Design documentation</b>                 | All the output documents from the design phase, including the final design drawings, final design reports, completed design checklists, CAD checklists, Inspection and Test Plans with supporting quality-related paperwork, completed Entry Permits, Road Opening Permit Applications, approvals from other agencies, Reviews of Environmental Factors, and sign-offs by Accredited Design Consultants in the form of Certificates of Compliance. |
| <b>Design input</b>                         | A requirement on which the design is based, including any statutory or regulatory conditions.  |

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| Term   | Definition  |
|--|---|
| <b>Design output</b>                         | Design plans and associated documentation which enables an Accredited Construction Contractor to construct Works to the standards and satisfaction of the Developer and Hunter Water.   |
| <b>Developer</b>                             | The owner of land on which a proposed development will take place.  |
| <b>Developer Works</b>                       | The necessary developer assets to be provided to meet the conditions set out by Hunter Water in the Notice of Requirements, including water, sewer, recycled water, and stormwater assets.  |
| <b>Developer Works Deed</b>                  | A formal agreement between Hunter Water and a Developer for the design and construction of related assets. There are three types of Developer Works Deed: Routine Minor Works, Routine Major Works and Complex Works.   |
| <b>Environment</b>                           | Legislative and administrative measures to protect and preserve the environment, including ecosystems and their constituent parts, including communities and physical resources.  |
| <b>Equivalent Tenement</b>                   | An Equivalent Tenement is a measure of the load a property places on water and sewerage systems. One Equivalent Tenement is considered to be the water consumption or sewage discharge for an average residential dwelling or house.  |
| <b>GIS</b>                                   | Geographic Information System. A system used to capture, store, manipulate, analyse, manage, and display spatial or geographic data.  |
| <b>Hunter Water</b>                          | A statutory State Owned Corporation providing water and wastewater services to over half a million people in the Lower Hunter region, and some trunk stormwater services in the Cessnock, Lake Macquarie and Newcastle local government areas.  |
| <b>Law</b>                                   | <ul style="list-style-type: none"> <li>• Commonwealth, NSW or local government legislation, including regulations, by-laws, and subordinate legislation</li> <li>• Principles of law or equity established by decisions of courts, and</li> <li>• Approvals (meaning any licence, permit, consent, approval, determination, certificate, or permission from any Authority or under any Law which must be obtained or satisfied to perform the Works, but does not include the exercise by Hunter Water or a Hunter Water representative of their right under either of the Routine Works deeds).</li> </ul> |
| <b>Licensed plumber</b>                      | A qualified licensed tradesperson authorised by NSW Fair Trading to carry out plumbing and sanitary drainage works.   |
| <b>Non-conformance Report</b>                | A report detailing a non-conformance or irregularity identified in an audit, review, inspection, or the like. The objective of the report is to make a clear, concise, unambiguous, and defensible definition of a problem so that corrective action can be initiated.  |
| <b>Notice of Requirements</b>                | An application made under Section 49 of the <i>Hunter Water Act 1991</i> , allowing Hunter Water to determine the project-specific requirements to extend and/or connect to its infrastructure. The Notice of Requirements is specific to the development consent issued by the determining authority, which in most cases is a local council.  |
| <b>Notification period</b>                   | The time between when a customer is informed of a planned water or sewer outage, and the start of an outage.  |
| <b>Other accreditation requirements</b>      | Conditions such as training, qualifications, criteria or other requirements (either formal or informal) which must be completed or demonstrated by an Accredited Supplier applicant to attain or maintain accreditation.  |
| <b>Pre-completion Test</b>                   | Tests required by an Accredited Design Consultant, and as required in the then current versions of all relevant design codes and standards.   |
| <b>Pre-connection Compliance Certificate</b> | A document submitted by an Accredited Design Consultant on behalf of the Developer to Hunter Water.   |

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| Term                                     | Definition  |
|--|---|
| <b>Project Plan</b>                      | <p>In accordance with the Developer Works Deeds, the licenced plumber or Accredited Construction Contractor is required to prepare a Project Plan. The purpose of the Project Plan is for the licenced plumber or Accredited Construction Contractor to describe in detail how the Works will be carried out in accordance with submitted documentation. The Project Plan, at a minimum, must include:</p> <ul style="list-style-type: none"> <li>• Work Health and Safety Management Plans, or equivalent</li> <li>• Construction Environmental Management Plan, or equivalent, and</li> <li>• Quality Plan, or equivalent.</li> <li>• Inspection and Test Plans</li> </ul> <p>The Project Plan is a changeable document which may require further developing, amending and updating throughout the duration of the Works.</p> |
| <b>Quality</b>                           | Requirements such as reliability of the assets, budget and timeliness.  |
| <b>Section 50 Compliance Certificate</b> | A certificate issued by Hunter Water when all conditions in the Notice of Requirements are met by the Developer.  |
| <b>Standards</b>                         | Applicable Hunter Water, WSAA and/or Australian standards, codes and practices relevant to design and construction of network infrastructure.   |
| <b>Supplier Management System</b>        | The Supplier Management System (SMS) is a tool for storing and managing information relating to Accredited Suppliers, such as licences, profiles, insurances, certifications, audit results, and the like.  |
| <b>Verification and Monitoring Plan</b>  | A plan used by an Accredited Design Consultant and an Accredited Construction Contractor which verifies and monitors key hold-points throughout the life of an asset delivery project ultimately ensuring that a quality asset is delivered at the end of a project.  |
| <b>Water Main Shutdown Request Form</b>  | A form which must be submitted by an Accredited Design Consultant to Hunter Water with respect to shutdowns or interruptions to any existing operations.  |
| <b>WHS</b>                               | Work Health and Safety. Legislative and administrative measures to protect and improve the health, safety and welfare of people engaged in work or employment. Also known as occupational health and safety, or OHS.  |
| <b>Work As Constructed</b>               | All drawings defining the physical characteristics of the constructed Works and containing the information required to identify the location and provide specifications for surface fittings and linear assets.   |
| <b>WSAA</b>                              | The Water Services Association of Australia.  |

## 5. The delivery of Developer Works model

Hunter Water has created its model of delivery of Developer Works based on consultation with the development community and other stakeholders. The new model essentially affects the delivery of Routine Minor and Major Works. Hunter Water remains fully engaged with Developers and Accredited Suppliers in creating more technically challenging assets.

The new model places more autonomy in the development community in the delivery of infrastructure where the associated risks are relatively low.

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Some of the key features of the new model:

- The asset-creation process is referenced in the 'Notice of Requirements' from the date of implementation.
- A 'Developer Works Deed' for each category of Works replaces the former 'Instrument of Agreement'.
- The Developer is required to execute the Deed with Hunter Water prior to engaging the services of Accredited Suppliers for design and construction.
- The Developer enters their own contractual agreements with Accredited Suppliers.
- The Developer is fully responsible for the quality, safety and environmental performance of the Accredited Suppliers engaged to create new water and sewerage infrastructure.
- Construction security is only required for Complex Works.
- Hunter Water may audit either design or construction, or both, up to the end of the defects liability period (DLP).
- For Routine Major Works, Hunter Water continues to be involved in the physical connection of new infrastructure to its networks.

### 5.1 Distinctions between Routine Minor, Routine Major and Complex Works

Table 1 shows how Developer Works have been divided into two main categories, Routine and Complex. Routine Works have been further divided into two subcategories, Minor and Major. Minor Works are able to be constructed by either a licensed plumber or an Accredited Construction Contractor. Major Works can only be constructed by an Accredited Construction Contractor. All Works must be designed by an Accredited Design Consultant. The table also shows the division of responsibilities within each category.

**Table 1: Distinctions between Routine Minor, Routine Major and Complex Works**

| Category      | Description   | Design                       | Construction  | Quality Assurance            | Audit   |
|---------------|---|------------------------------|---|------------------------------|---|
| Routine Minor | Gravity sewerage and water assets less than 25m long, less than 1.5m deep, diameter of 150mm or less  | Accredited Design Consultant | Licensed plumber or Accredited Construction Contractor, as nominated by Hunter Water in the Notice of Requirement | Accredited Design Consultant | Hunter Water conducts optional design and/or construction audit/s     |
| Routine Major | Gravity sewerage reticulation and water assets of less than 300mm diameter  | Accredited Design Consultant | Accredited Construction Contractor  | Accredited Design Consultant | Hunter Water conducts optional design and/or construction audit/s     |
| Complex       | Trunk infrastructure of 300mm and greater diameter; telemetry; mechanical/electrical components; pressure sewer; wastewater pump stations; water booster stations | Accredited Design Consultant | Accredited Construction Contractor  | Accredited Design Consultant | Hunter Water conducts design and construction audits for all projects |

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## 5.2 Roles and responsibilities

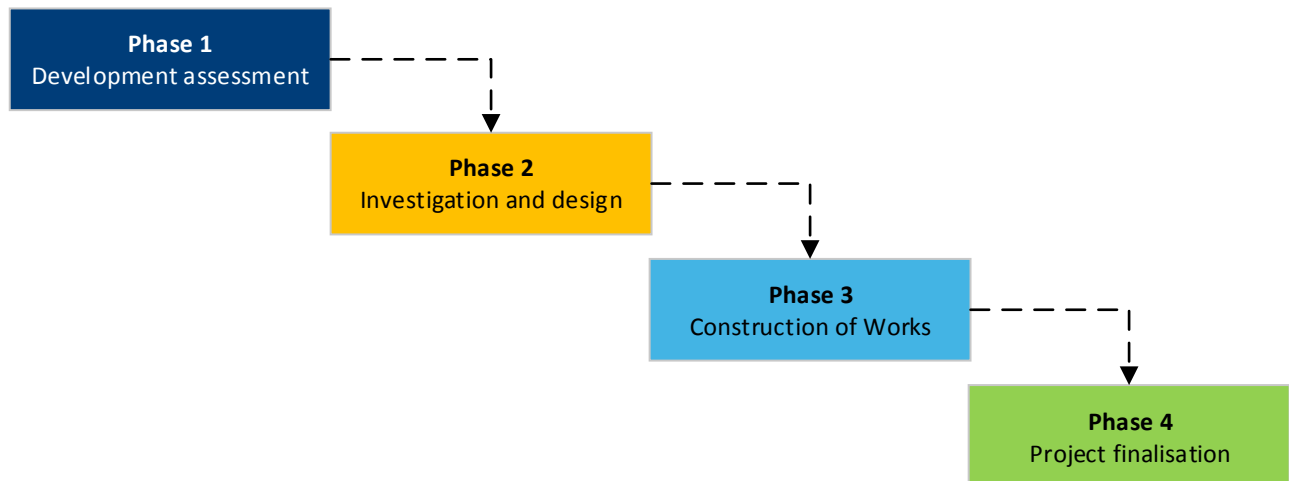
Table 2 outlines the roles and responsibilities of Developers, Accredited Design Consultants, Accredited Construction Contractors and Hunter Water in the certification process of Developer-funded infrastructure.

**Table 2: Roles and responsibilities**

| Role  | Summary   |
|---|---|
| Developer   | Fully responsible for the design and construction of Works, and the engagement of Accredited Suppliers that meet individual project needs. Required to guarantee all quality objectives are achieved, including asset safety and environmental performance.   |
| Accredited Design Consultant  | Responsible for ensuring compliance with design standards and collaborates with the licensed plumber or Accredited Construction Contractor to certify the Works have been built in accordance with the design. Responsible for issuing the Certificate of Completion when Routine Works are finished. |
| Accredited Construction Contractor or licensed plumber (Routine Minor only) | Collaborates with the Accredited Design Consultant to ensure the Works are delivered as per the design. Required to certify the Works to the Accredited Design Consultant.  |
| Hunter Water  | Receives and manages flow of documentation, accreditation, reimbursements, etc. Controls how new assets physically connect to existing systems. May audit design and construction phases on a targeted or random basis up until the end of the DLP.   |

## 5.3 Phases of the asset-creation process

This section broadly outlines the phases of the asset-creation process. The process varies between Routine Minor, Routine Major and Complex Works. For more detail, refer to the Corporate Standards for each.



**Figure 1: Phases of the asset-creation process**



### 5.3.1 Phase 1: Development assessment

The process begins when a Developer submits an 'Application for Developer Services' form to Hunter Water. Hunter Water assesses the application and issues a Notice of Requirements. The Notice of Requirements contains all the formal requirements the Developer must fulfil for their project to be connected to Hunter Water's networks, including which is the appropriate Developer Works Deed to complete.

The Developer completes a copy of the Deed, signs and returns it to Hunter Water to execute. Once executed, the Developer engages an Accredited Design Consultant to complete investigation, design phase services and construction surveillance, and an Accredited Construction Contractor to prepare construction documentation and build the Works.

For more detail regarding the Developer's role and obligations, see 'Corporate Standard – Routine Minor Works – Developers and Accredited Suppliers', 'Corporate Standard – Routine Major Works – Developers' and 'Corporate Standard – Complex Works – Developers and Accredited Suppliers', which can be found on Hunter Water's website. All three levels of Developer Works Deeds can also be found there.

### 5.3.2 Phase 2: Investigation and design

Design documentation is prepared by the Accredited Design Consultant, who finalises it and submits it to Hunter Water. The Developer finalises arrangements with a licensed plumber or Accredited Construction Contractor for Routine Minor Works, or with an Accredited Construction Contractor for Routine Major Works.

For Routine Minor Works, the Accredited Design Consultant reviews and verifies the pre-construction documents prepared and submitted by the licensed plumber or Accredited Construction Contractor. For Routine Major Works, the pre-construction documents, which include a Safety Management Plan, a Construction Environmental Management Plan and a Quality Plan, can only be prepared and submitted by an Accredited Construction Contractor.

For more detail regarding the Accredited Design Consultant's role and obligations, see 'Corporate Standard – Routine Minor Works – Developers and Accredited Suppliers', 'Corporate Standard – Routine Major Works – Developers' and 'Corporate Standard – Complex Works – Developers and Accredited Suppliers', which can be found on Hunter Water's website.

### 5.3.3 Phase 3: Construction of Works

For more detail regarding the Accredited Construction Contractor's role and obligations, see 'Corporate Standard – Routine Minor Works – Developers and Accredited Suppliers', 'Corporate Standard – Routine Major Works – Developers' and 'Corporate Standard – Complex Works – Developers and Accredited Suppliers', which can be found on Hunter Water's website.

The Accredited Design Consultant conducts construction surveillance, which includes gathering Work As Constructed information, and is responsible for coordinating connections to Hunter Water's networks.

The Accredited Construction Contractor constructs the Works as per the design and in accordance with the 'Project Plan'. The Accredited Construction Contractor also captures Work As Constructed data throughout the construction before issuing a request to connect to Hunter Water's networks. Once connection is permitted, the Accredited Construction Contractor connects to the networks and tests and confirms functionality.

Once functionality is confirmed, finalises project. This includes submitting completed Work As Constructed drawings, a final inspection checklist and all other necessary documentation.

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For Routine Works, the Accredited Design Consultant sends Hunter Water a 'Certificate of Completion' when satisfied the Works are complete and necessary asset quality, safety and environmental performance requirements have been achieved.

#### 5.3.4 Phase 4: Project finalisation

Upon issue of the 'Certificate of Completion', ownership of the Works transfers to Hunter Water and the DLP commences. All required asset information is provided to Hunter Water as part of the transfer of ownership.

The Accredited Design Consultant submits a request for Hunter Water to issue a 'Section 50 Compliance Certificate'. Provided all conditions in the 'Notice of Requirements' have been met, Hunter Water issues a 'Section 50 Compliance Certificate', and the asset-creation process is complete.

## 6. Hunter Water's role in the delivery of Developer Works

This section details the activities that are performed by Hunter Water in the various processes involved in the certification of Developer-funded Works. For an illustration of the processes in Routine Minor Works, see '[Appendix A: Routine Minor Works – Process Map](#)'. For an illustration of the processes in Routine Major Works, see '[Appendix B: Routine Major Works – Process Map](#)'. For an illustration of the processes in Complex Works, see '[Appendix C: Complex Works – Process Map](#)'.

### 6.1 Notify Developer of formal requirements

The process begins when a Developer submits an 'Application for Developer Services' form. When the applicable fee is received, the application is registered and scanned. The application is then processed.

The application form can be found on [Hunter Water's website](#) and, once completed, is submitted to the email inbox [developer.applications@hunterwater.com.au](mailto:developer.applications@hunterwater.com.au).

An overlay is then prepared to assess such considerations as asset protection, property issues and easements. An email is sent to other groups within Hunter Water if there are any issues which may be of concern to them.

Various groups at Hunter Water may then provide input into the conditions which must be stipulated in the Notice of Requirements. Hunter Water then calculates the loading charge applied to the Developer, determines the amount of planning required and considers whether the Equivalent Tenement threshold has been exceeded and what adjustments may be necessary.

The Notice of Requirements, which includes information on what type of Developer Works Deed needs to be completed, is then prepared, reviewed and sent to the Developer.

### 6.2 Execute Developer Works Deed

The Developer emails the completed and executed Deed to [developer.deed@hunterwater.com.au](mailto:developer.deed@hunterwater.com.au). When Hunter Water receives an executed Deed from a Developer, it is receipted, a document workflow is launched and a copy of the Deed is saved.

The Deed is then reviewed by Hunter Water. The review includes ensuring the correct type of Deed has been used, checking particulars of the Deed to verify it has been filled out correctly, and determining whether there are any aspects of the project which might make an audit warranted.

After the review the Deed is then executed by completing all applicable sections, dating and signing. A copy of the executed Deed is saved and sent to the Developer.

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### 6.3 Provide sewer network connection advice/Advise of shutdown requirements

For Routine Minor Works, Hunter Water may provide sewer network connection advice to the Developer in the Notice of Requirements. The Accredited Design Consultant develops design documentation based on this advice.

For Routine Major Works and Complex Works, the Accredited Design Consultant sends an email to [design.submissions@hunterwater.com.au](mailto:design.submissions@hunterwater.com.au) and is advised of project requirements. The Accredited Design Consultant develops design documentation based on this advice. If further advice is required, the Accredited Design Consultant should contact the Development Services Officer nominated in the Notice of Requirements.

For water-main shutdown advice, the Accredited Design Consultant should send the application form to [shutdownrequests@hunterwater.com.au](mailto:shutdownrequests@hunterwater.com.au). The Water-main Shutdown Request Form can be found on [Hunter Water's website](#).

### 6.4 Determine if the project is to be audited

The Accredited Design Consultant then submits the design documentation to Hunter Water. The documentation is receipted, a document workflow is launched, and a folder is created containing a copy of the documentation and saved.

Hunter Water checks that all necessary documentation has been provided and is complete. If there is any problem with the documentation, it is sent back to the Accredited Design Consultant, who needs to rectify any issues with it and resend it. For Routine Minor and Routine Major Works, if all the documentation is complete, Hunter Water determines if the project should be selected for an audit. For more information on this, see 'The auditing process'.

These audits may be random or targeted. Various groups within Hunter Water assist in this by providing any performance management information they may have on the Accredited Design Consultant. On the basis of this assessment, Hunter Water determines if a risk-based audit is warranted.

All Complex Works designs are audited and relevant groups within Hunter Water are informed by email of the audit. Advice from these groups is then consolidated and saved.

Hunter Water then performs the audit and the audit results are processed, recorded and disseminated to the Developer, Accredited Design Consultant and relevant groups within Hunter Water. Any defects or non-conformances identified by the audit are communicated to the Accredited Design Consultant, who must rectify them.

### 6.5 Perform optional design audit until end of defects liability period

If the project is selected for a design audit, Hunter Water performs the audit and the results are processed, recorded and disseminated to the Developer, Accredited Design Consultant and relevant groups within Hunter Water. Any defects or non-conformances identified by the audit are communicated to the Accredited Design Consultant, who must rectify them before the construction phase can commence.

When any problems identified by the audit have been rectified, or if the project was not selected for audit, Hunter Water then calculates the reimbursement for which the Developer or applicant is due. The Developer or applicant is then advised of this.

Hunter Water then checks the final design to ensure the Construction Contract drawings submitted by the Accredited Design Consultant comply with appropriate drafting standards. Once satisfied the drawings are compliant, they are entered into the GIS.



## 6.6 Perform optional construction audit until end of defects liability period

For both Routine Minor and Major Works, Hunter Water assesses the performance of both the Accredited Design Consultant and the Accredited Construction Contractor. This assessment is used to determine if a risk-based construction audit is warranted. For more information on this, see [‘The auditing process’](#).

All Complex Works projects are subjected to a construction audit and relevant groups within Hunter Water are informed by email of the audit. Advice from these groups is then consolidated and saved.

Hunter Water then performs the audit and the audit results are processed, recorded and disseminated to the Developer, Accredited Construction Contractor and relevant groups within Hunter Water. Any defects or non-conformances identified by the audit are communicated to the Accredited Construction Contractor, who must rectify them before connection to Hunter Water’s networks can be allowed.

When problems identified by the audit have been rectified, the Developer, Accredited Construction Contractor and relevant groups within Hunter Water are notified.

## 6.7 Allow connection – hold point (Routine Major Works only)

For Routine Major Works only, the Accredited Design Consultant informs Hunter Water the development has been validated as being ready for connection to existing infrastructure. Being a hold point, the connection cannot proceed until Hunter Water is satisfied the Works are compliant with all requirements.

## 6.8 Log shutdown request and notify customers (Routine Major and Complex Works)

For Routine Major and Complex Works, relevant groups within Hunter Water are informed the development is allowed to be connected to existing infrastructure. A shutdown request is then logged and all customers who are to be affected by a water outage receive advance notification.

## 6.9 Complete ‘Section 50 Compliance Checklist’

After the project has been finalised, the Accredited Construction Contractor has submitted the Work As Constructed drawings and the Accredited Design Consultant has submitted a ‘Certificate of Completion’, Hunter Water opens an ‘Issue Certificate’ workflow. It is then determined whether all requirements have been met by completing a ‘Section 50 Compliance Checklist’ and checking the conditions of the Notice of Requirements.

If all requirements have not been fulfilled, a list of outstanding requirements is prepared and sent by email to the Developer, Accredited Design Consultant and Accredited Construction Contractor, as necessary. The workflow does not proceed until all requirements have been met.

Once all requirements have been met, Hunter Water prepares a ‘Section 50 Compliance Certificate’.

## 6.10 Issue Section 50 Certificate to Developer

Hunter Water then reviews the ‘Section 50 Compliance Certificate’ to ensure all its details are correct. After the details have been checked, the Certificate is issued to the Developer. The council in whose local government area the Works were constructed is also sent a copy.

A PDF copy of the Certificate is then created, a digital signature inserted onto it and a copy is saved. The ‘Issue Certificate’ workflow is then closed.



## 6.11 Integrate Work As Constructed drawings into the GIS

Once a 'Section 50 Compliance Certificate' has been issued to the Developer, the Work As Constructed drawings are integrated into the GIS. For Routine Minor and Major Works, if any aspect of the Works is found to be defective during the 12-month DLP, Hunter Water directs the Developer to rectify the defective component. The same is true for Complex Works, except the DLP is 24 months.

## 7. The accreditation process

This section outlines the accreditation of Accredited Suppliers for Developer Works. It explains who must be accredited, how to gain accreditation, the criteria that the accreditation is based, and how the accreditation process is managed.

Accreditation is used to ensure that Works are being constructed to QA, WHS and environmental standards by suitably qualified suppliers. It is used to assess the performance of Accredited Suppliers, to determine their accreditation status, and to potentially suspend them from the Accredited Suppliers Registers.

For more detail, see 'Corporate Standard – Accreditation of Suppliers for Developer Works'.

### 7.1 How to get accredited

A design consultant or construction contractor who wants to carry out Developer Works in Hunter Water's area of operations must be listed on Hunter Water's Accredited Suppliers Registers to do so.

Hunter Water follows a two-stage process to assess candidates for its Accredited Suppliers Registers. The two stages are:

#### Stage 1

To apply to be an Accredited Supplier, the applicant retrieves either 'Application Form – Accredited Design Consultant' or 'Application Form – Accredited Construction Contractor' from Hunter Water's website. The applicant completes the form and sends it to:

[accreditation.support@hunterwater.com.au](mailto:accreditation.support@hunterwater.com.au)

Hunter Water's Accreditation Administrator retrieves the application from the above inbox, scans and saves a copy of the form and launches an 'Accreditation Application' workflow. The Accreditation Administrator sends the form to the appropriate internal group for either Accredited Design Consultants or Accredited Construction Contractors.

The application is then checked against the relevant accreditation criteria. If the applicant has never been on an Accredited Suppliers Register, they are invited to come into Hunter Water's head office to introduce their key personnel. This is to help them through the application process and to determine whether any Hunter Water-specific training may be required.

If the application is assessed as satisfactory, it is then sent to the Group Manager for approval. The Group Manager signs the application, authorising the applicant to become an Accredited Supplier.

If it is determined that Hunter Water-specific training is required, the applicant needs to complete this training before their application can be processed.

#### Stage 2

The Accreditation Administrator then sends an email to the Accredited Supplier and the appropriate internal group informing them the application has been successful.



The new Accredited Supplier's name and details are then added to the appropriate Register, and to the Supplier Management System. The Accredited Suppliers Registers list the Developer Works categories and subcategory codes in which an Accredited Supplier has been approved to work.

## 7.2 How to maintain accreditation

When an applicant receives notification of their achieving accreditation, a status of 'A2 – New Entrant' is issued and the initial 12-month period begins. This may be changed to 'A3 – Probationary' if performance management (for example, coaching or retraining) is required.

At the expiry of the initial period, the Accredited Supplier is listed on the Accredited Design Consultant Register or the Accredited Construction Contractor Register as 'A1 - Fully Operational'. This listing may be indefinite, depending on continuous compliance with all relevant contracts and continuing fulfilment and performance of accreditation conditions.

Accreditation remains for up to 24 months from the completion date of an Accredited Supplier's last performed work. Accreditation may be indefinite, depending on compliance with all relevant contracts and continuing fulfilment and performance of all accreditation conditions. For more information on this, see 'Corporate Standard – Accreditation of Suppliers for Developer Works'.

### 7.2.1 Accreditation status

Hunter Water has a system of rating Accredited Suppliers. The rating reflects the Accredited Supplier's accreditation status. Table 4 outlines the different levels of accreditation.

**Table 3: Accredited Supplier status**

| Status level | Status title      | Description   |
|--------------|-------------------|---|
| A1           | Fully Operational | Accredited Suppliers who have passed the initial 12-month period. Fully Operational Accredited Suppliers are subject to fewer audits than New Entrants or those in a probationary period. Fully Operational Accredited Suppliers who via observation or review have been identified as requiring performance management may reacquire probationary status.            |
| A2           | New Entrant       | Applicants who have achieved accreditation status and have entered the initial accreditation period, which is twelve months. New entrants are subject to more audits by Hunter Water to confirm their work is compliant to standards. New entrants who via audit have been identified as requiring performance management may be reclassified as 'A3 – Probationary'. |
| A3           | Probationary      | Accredited Suppliers who via audit have been identified as requiring performance management to achieve satisfactory ongoing completion of Works.  |
| A4           | Suspended         | Accredited Suppliers who via audit have been identified as requiring performance management and have failed to improve are suspended and removed from the applicable Register at Hunter Water's discretion.   |

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Accredited Suppliers who have the most exemplary records achieve the highest rating, A1 – Fully Operational. Accredited Suppliers who have newly achieved accreditation are rated as A2 – New Entrant, for at least the first 12 months of their accreditation. Accredited Suppliers who via audit are identified as requiring performance management are reclassified as A3 – Probationary. Accredited Suppliers who via audit were identified as requiring performance management and whose performance failed to improve are rated as A4 – Suspended, and removed from Hunter Water’s Accredited Suppliers Registers.

### **7.3 Criteria for suspension/removal**

This subsection lists the various criteria for which Accredited Suppliers may risk losing their accreditation and being removed from Hunter Water’s Registers, or having their accreditation status downgraded. In most cases of downgrading of accreditation status or loss of accreditation and removal from Accredited Suppliers Registers, affected parties and relevant groups within Hunter Water are informed by email.

#### **7.3.1 Inactivity**

Accredited Suppliers who have not performed any work in the creation of Hunter Water assets for longer than 24 months have their accreditation suspended and are removed from the applicable Accredited Suppliers Register without written notice.

#### **7.3.2 Expiry of credentials**

Accredited Suppliers whose credentials, qualifications, licences, insurances, certificates, and the like have expired may risk losing their accreditation and being removed from the Registers. Hunter Water endeavours to notify Accredited Suppliers prior to the expiry of the above to help prevent this from occurring.

#### **7.3.3 Loss of key personnel**

Accredited Suppliers whose accreditation is largely or wholly contingent on particular personnel risk losing their accreditation and being removed from the Registers if that person or those personnel leave their company or organisation. In such circumstances, another member of the company or organisation needs to demonstrate commensurate training, qualifications, credentials, and the like to maintain the company’s or organisation’s accreditation.

#### **7.3.4 Minor infringements**

Accredited Suppliers who do not comply with Hunter Water’s codes, standards and conditions for quality assurance (QA), WHS and the environment risk losing their accreditation and being removed from the Registers. Minor infringements may not incur any penalty and may be performance managed. Repeated Minor infringements may, however, risk a downgrading of an Accredited Supplier’s accreditation status or ranking. Accredited Suppliers whose accreditation status or ranking has been downgraded and who fail to reasonably respond to performance management risk losing their accreditation and being removed from the Registers.

#### **7.3.5 Critical infringements**

Accredited Suppliers whose work critically breaches QA, WHS and environmental codes, standards and conditions risk losing their accreditation and being removed from the Registers. This may be the case even for first offences if the breach is deemed critical.



### 7.3.6 Illegal activity

Accredited Suppliers whose work has been found to have broken any laws risk losing their accreditation and being removed from the Registers. This may be the case for first offences if the violation is deemed significant.

## 7.4 Reaccreditation after suspension/removal

The loss of accreditation does not necessarily prevent a former Accredited Supplier from reapplying for accreditation. In these circumstances, if the application is successful the Accredited Supplier recommences, rated at A2 – New Entrant.

## 7.5 Waiting period prior to reaccreditation

Accredited Suppliers whose accreditation has:

- lapsed due to inactivity may reapply at any time.
- been suspended due to expiry of credentials may reapply at any time, although their reaccreditation is contingent on the renewal of the applicable credentials.
- been suspended due to key personnel leaving their company or organisation may reapply at any time, although the applicable qualifications need to be fulfilled by another person in the company or organisation.
- been revoked due to repeated minor infringements may have to wait for a period of 12 months, as advised by Hunter Water, before being eligible to reapply.
- been revoked due to significant infringements may have to wait for a period of two years, as advised by Hunter Water, before being eligible to reapply. The possibility of reaccreditation in such circumstances is at Hunter Water's sole discretion. In some cases, they may be ineligible to reapply.
- been revoked due to illegal activity may be ineligible to reapply. The possibility of reaccreditation in such circumstances is at Hunter Water's sole discretion.

## 7.6 Managing the accreditation process

### 7.6.1 The Accredited Suppliers Registers

The Accreditation Administrator is responsible for managing the Accredited Design Consultants Register and the Accredited Construction Contractors Register. Accredited Suppliers must notify the Accreditation Administrator within 30 calendar days of any:

- substantial change in their technical capacity to perform any design, surveillance or construction services
- change in their business registration details
- change in ownership or control of their companies
- change to contract arrangements
- change in the status of a corporation, names of directors of the corporation or partners in a partnership, which might affect their accreditation details
- non-renewal of insurances and quality system certifications and registrations, or
- non-renewal of training requirements.

Failure to do so may jeopardise an Accredited Supplier's accreditation status and could result in removal from the Accredited Suppliers Registers. For more detail, see 'Corporate Standard – Accreditation of Suppliers for Developer Works'.

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## 7.6.2 The Supplier Management System

The Accreditation Administrator is responsible for managing the Supplier Management System (SMS). The SMS is used to store and manage Accredited Suppliers' details and profiles, and those of applicants for the Accredited Suppliers Registers. The SMS helps both Hunter Water and Accredited Suppliers by keeping track of information such as the expiry of licences, insurances, certifications, and the like. For more detail, see 'Corporate Standard – Accreditation of Suppliers for Developer Works'.

## 7.6.3 The reaccreditation cycle

In the event of significant changes to accreditation requirements, Accredited Suppliers may need to apply for reaccreditation. These changes might apply to Hunter Water training, WSAA training, licences, qualifications, insurances, and the like.

Accredited Suppliers are contacted by Hunter Water's Accreditation Administrator to inform them of the need for reaccreditation. They will usually be given three months to complete their reaccreditation. In more urgent circumstances, they may need to reapply within 30 days. If they fail to complete their reaccreditation within the given window, their accreditation may expire and they may be removed from the appropriate Register.

In certain circumstances, if an Accredited Supplier is unable to complete their reaccreditation within the given window, they may apply for an extension.

## 8. The auditing process

This section outlines the auditing of Accredited Suppliers for Developer Works. It explains who will be audited and how audits are based, the different audit types, what is audited, and how the auditing process is managed.

Auditing is used to check Developer Works are being constructed to QA, WHS and environmental standards. It is used to assess the performance of Accredited Suppliers, to determine their accreditation status, and to potentially suspend their accreditation and remove them from the Accredited Suppliers Registers. For more detail, see 'Corporate Standard – Auditing of Developer Works'.

### 8.1 Audit selection methods

Accredited Suppliers are typically selected for audit by either random or targeted methods. Random audits are predetermined by selecting a percentage of the number of Developer Works Deeds processed annually. The percentage selected increases in proportion to the risks associated with the projects. Targeted audits are based on certain risk characteristics. 'New Entrant' and 'Probationary' Accredited Suppliers are audited more frequently to assist in improving their methods and systems.

Targeted audits may also be based on the risk of a project. Routine Works are generally considered to be lower-risk than Complex Works but their risk may be increased by such factors as the location of the project. For example, the project's chance of being audited increases if it is in a water catchment area, if there is a high level of acid sulphate in the soil, or if there are environmental risks.

Other project characteristics may trigger an audit. For example, if there are significant changes to key indicators, such as poor project cost estimates or poor forecasting of start/finish dates.



## 8.2 Audit types

This subsection provides information on the different types of audits. It also provides more information on the requirements of the auditor in each category. Accredited Suppliers may be audited in more than one audit type.

The extent of each audit reflects the category of Works being constructed. The more complicated the Works, the more comprehensive the audit. For example, Routine Minor Works might only be concerned with the accuracy of the design submitted or compliance with the Notice of Requirements, whereas the level of audit conducted for Routine Major Works may cover all criteria for audits.

### 8.2.1 Process audits

Process audits are conducted by Hunter Water to establish whether the processes for certifying Developer Works are being correctly followed by all participants. QA, WHS, environmental, and asset standards checklists, for both design and construction, are used in all phases of the asset-creation process.

The results of process audits are also used to determine the effectiveness of the certification model and to adjust the model itself to achieve better outcomes.

### 8.2.2 Design audits

The design submitted by Accredited Design Consultants may be audited, either randomly or by targeted means. This is to help ensure designs for Routine Minor and Major Works are meeting QA, WHS and environmental standards. Design audits are conducted by Hunter Water with input from all relevant internal groups.

The offices or premises of Accredited Design Consultants may be included in design audits, to satisfy Hunter Water they have adequate quality management systems, documentation procedures, and the like.

### 8.2.3 Construction audits

The Works constructed by Accredited Construction Contractors may be audited, both during and after construction. Pre-construction and construction documents provided by Accredited Construction Contractors may also be audited. This is to help ensure Routine Minor and Major Works are meeting QA, WHS and environmental standards. Construction audits are conducted by Hunter Water with input from all relevant internal groups.

The offices or premises of Accredited Construction Contractors may be included in construction audits, to satisfy Hunter Water they have adequate quality management systems, documentation procedures, and the like.

## 8.3 Audit criteria

This section outlines the various criteria to which Accredited Suppliers are held accountable. Each criterion has a specific audit checklist designed to assess compliance to applicable standards and manage risks in the delivery process. The criteria are:

- performance
- QA process compliance
- WHS compliance
- environmental standards compliance
- asset standards compliance
- design standards compliance

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- construction standards compliance
- insurances
- qualifications/certificates/competencies/experience, and
- permits and licences, where applicable.

## 8.4 Conducting the audit

For each of the audit types there is a systematic approach with associated checklists for conducting the audit, accessible by Hunter Water personnel on the intranet. The sequence of the audit follows three main phases:

1. The audit – this typically begins with an opening meeting and a site induction, if necessary. The auditor uses all appropriate checklists to ensure all necessities are fulfilled and to provide a standardisation to the process.
2. Assessment – the auditor assesses the information acquired during the audit and creates a record of findings for the Developer, Accredited Supplier and for the supplier management system.
3. Debriefing – the record of findings is presented to and discussed with the Accredited Supplier. This might include a notice of non-conformances and a resolution schedule.

### 8.4.1 Managing the results

The particulars of the audit are entered into the supplier management system. Initially, this may include the name of the Accredited Supplier, the date, the type of audit and the results of the audit. In the event that non-conformances are identified, the list of corrective actions is entered into the supplier management system and an email is sent to the Developer and the Accredited Supplier.

A date is set for the Accredited Supplier to inform Hunter Water what they intend to do to resolve the non-conformances. An email is then sent notifying Hunter Water that corrective actions have taken place. Hunter Water assesses the corrective actions against the audit criteria until satisfied.

### 8.4.2 Impact of auditing results on accreditation

If auditing results expose systemic non-conformance issues, the Accredited Supplier could be identified for increased scrutiny by more frequent or in-depth auditing. This does not necessarily mean the Accredited Supplier loses their accreditation. The Accredited Supplier may be asked to attend a meeting where any remedial activity can be discussed. The purpose of this process is to identify opportunities to coach and improve the performance of Accredited Suppliers in the delivery of Developer Works.

### 8.4.3 Performance management

Hunter Water conducts audits to provide adequate oversight of the design and construction of Developer-funded Works. Accredited Suppliers who perform to Hunter Water's standards and requirements are audited less frequently than those who receive Non-conformance Reports, Corrective Action Requests, and the like.

Accredited Suppliers who continually receive Non-compliance Reports, Corrective Action Requests, and the like may be directed to improve their performance. This may consist of meeting with Hunter Water representatives to coach Accredited Suppliers to meet required standards.

Accredited Suppliers who have been provided opportunities to improve but fail to do so may jeopardise their accreditation status. In some cases, their accreditation may be suspended and they may be removed from the applicable Accredited Suppliers Register.



## 9. Funding and delivery of growth infrastructure

Hunter Water is committed to supporting good development and urban growth in its area of operations. Part of this commitment involves the funding and delivery of growth infrastructure. Servicing strategies and design review processes have been revised to ensure that new network infrastructure is appropriate and configured to be the most efficient option from a total community perspective.

Hunter Water's objectives to enable its vision for the region are to:

- provide sustainable services for population growth
- deliver efficient and innovative services and solutions for new development
- work with Developers and planning authorities to improve sustainability for new development, and
- improve the amenity of our urban areas.

The funding and delivery of growth infrastructure initiative is designed to avoid Developers constructing separate yet similar assets to new developments in the same area, thus avoiding unnecessary duplication. It is applicable to residential, commercial and industrial developments where new or augmented infrastructure is required to support urban growth in the Lower Hunter. It is not applicable to existing developments that, for historical reasons, are not connected to either water or wastewater infrastructure.

To improve services to Developers, Hunter Water's annual Growth Plan will now include data on its planned capital expenditures and projected growth in its area of operations. Changes have also been made to the funding arrangements of assets that connect new developments and provide shared infrastructure in water and wastewater networks.

The Growth Plan will also now include maps of areas where development is likely to be concentrated. Based on the anticipated timing of connections in these maps, Hunter Water may consider entering into a Developer Delivered Infrastructure Contribution Deed to repay the costs of infrastructure under various funding categories.

More information on the funding and delivery of growth infrastructure can be found in 'Manual – Funding and Delivery of Growth Infrastructure'. More documentation, information and the application form can be found on [Hunter Water's website](#).

## 10. Training and assessment

Training for both internal and external personnel is offered to increase the knowledge of Hunter Water's delivery of Developer Works model.

### 10.1 External training

Accredited Design Consultants are required to be WSAA certified for both water and sewer. Currently, Accredited Construction Contractors are not required to be WSAA certified for water and sewer. However, Hunter Water's position on this may change in the future. The development of a WSAA-certified bridging course specific to construction is under development.

An online on-boarding presentation and questionnaire may be introduced as a requirement of the accreditation process. As part of the accreditation process, applicants may be required to verify the qualifications, certificates of competency, and other training they and their staff may have received. As part of reaccreditation, former Accredited Suppliers may be required to undertake further training, as advised by Hunter Water.



## 10.2 Internal training

Hunter Water provides consultation and information sessions with internal groups to ensure all personnel are properly acquainted with the delivery of Developer Works model. At present there are no formal training requirements in place, however, if Group Managers feel more rigorous training is needed for their personnel, they should contact the appropriate group to assist them in the development of their online Knowledge Centres.

## 10.3 Assessment

At the completion of training, participants are assessed by questionnaire. They are required to pass the assessment in order to be considered competent. Former Accredited Suppliers who are applying for reaccreditation and need to complete training are also required to pass this assessment in order to become reaccredited.

## 11. Developer Works process feedback and review

Information from the auditing processes and the accreditation database is reviewed and analysed by Hunter Water to establish whether the rate of audits is acceptable and adequate. At the outset of the new certification of Developer Works model, the audit rate is higher to help establish evidence from which to gather information about Accredited Suppliers generally and specifically. This information is then used to set the audit rate of random audits.

If the results of random audits are found to be generally free from errors, defects and non-conformances, the rate of random audits can be reduced. If, however, the results of random audits show an unacceptably high rate of errors, defects and non-conformances, the rate of random audits is increased.

Hunter Water uses the Developer Works process feedback and review system to assess and rate the performance of the various groups involved in the process. The various groups also assess and rate each other's performance.

A feedback form can be found in '[Appendix D: Developer Works Process Feedback Form](#)'.



## 12. Incorporated documents

This manual incorporates the following documents:

Developer Works Corporate Standards:

- Corporate Standard – Routine Minor Works – Developers and Accredited Suppliers
- Corporate Standard – Routine Major Works – Developers and Accredited Suppliers
- Corporate Standard – Complex Works – Developers and Accredited Suppliers
- Corporate Standard – Auditing of Developer Works
- Corporate Standard – Accreditation of Suppliers for Developer Works

Developer Works forms and checklists:

- Application Form – Accredited Design Consultant
- Application Form – Accredited Construction Contractor
- Application for Developer Services
- Drawing Template for Accredited Design Consultants (A3)
- Drawing Template for Accredited Design Consultants (A4)
- Certificate of Completion
- Design Compliance Certificate
- Pre-connection Compliance Certificate
- Construction Inspection by Accredited Design Consultant (Minor Works)
- Construction Surveillance by Accredited Design Consultant (Major Works)
- Design and Construction Verification and Monitoring Plan
- Design Checklist – Routine Minor Works
- Design Checklist – Routine Major Works
- Design Submission Checklist – Routine
- Design Submission Checklist – Complex
- Project Finalisation Checklist
- Water Main Shutdown Request Form

To access Hunter Water's documents for Developer Works, go to 'A New Delivery Model for Developer Works' page on [Hunter Water's website](#).





### 13. Related documents

Developer Works documents:

- Manual – Land Development
- Manual – Funding and Delivery of Growth Infrastructure
- Accredited Design Consultants Register
- Accredited Construction Contractors Register
- Approved Products and Manufacturers Register

To access Accredited Suppliers and Approved Products and Manufacturers Registers, go to the 'Building and Development' page on [Hunter Water's website](#).

Developer Works Deeds:

- Developer Works Deed Routine Minor Works
- Developer Works Deed Routine Major Works
- Developer Works Deed Complex Works

To access the Developer Works Deeds, go to 'A New Delivery Model for Developer Works' page on [Hunter Water's website](#).

Drawings, plans and specifications:

- Water and sewer design manuals
- Standard drawings
- Standard Technical Specifications
- Water supply and sewerage reticulation design submissions
- WSAA codes publications

To access Hunter Water's drawings, plans and specifications, go to 'Drawings, Plans and Specifications' page on [Hunter Water's website](#).

External documents and references:

- ISO 9001:2015 Quality management system – Requirements
- ISO 14001:2004 Environmental management system – Requirements
- ISO 55001:2015 – Asset management – Management systems - Requirements
- Water Services Association of Australia (WSAA) [www.wsaa.asn.au](http://www.wsaa.asn.au)

### 14. Document control

**TRIM reference:** HW2015-1469/12/2.001

**Table 4: Document governance**

| Document owner                     | Mandatory reviewers                                 | Document approver                              |
|------------------------------------|---|--|
| Group Manager Development Services | Group Manager Development Services, Quality Manager | Executive Manager Customer Strategy and Retail |

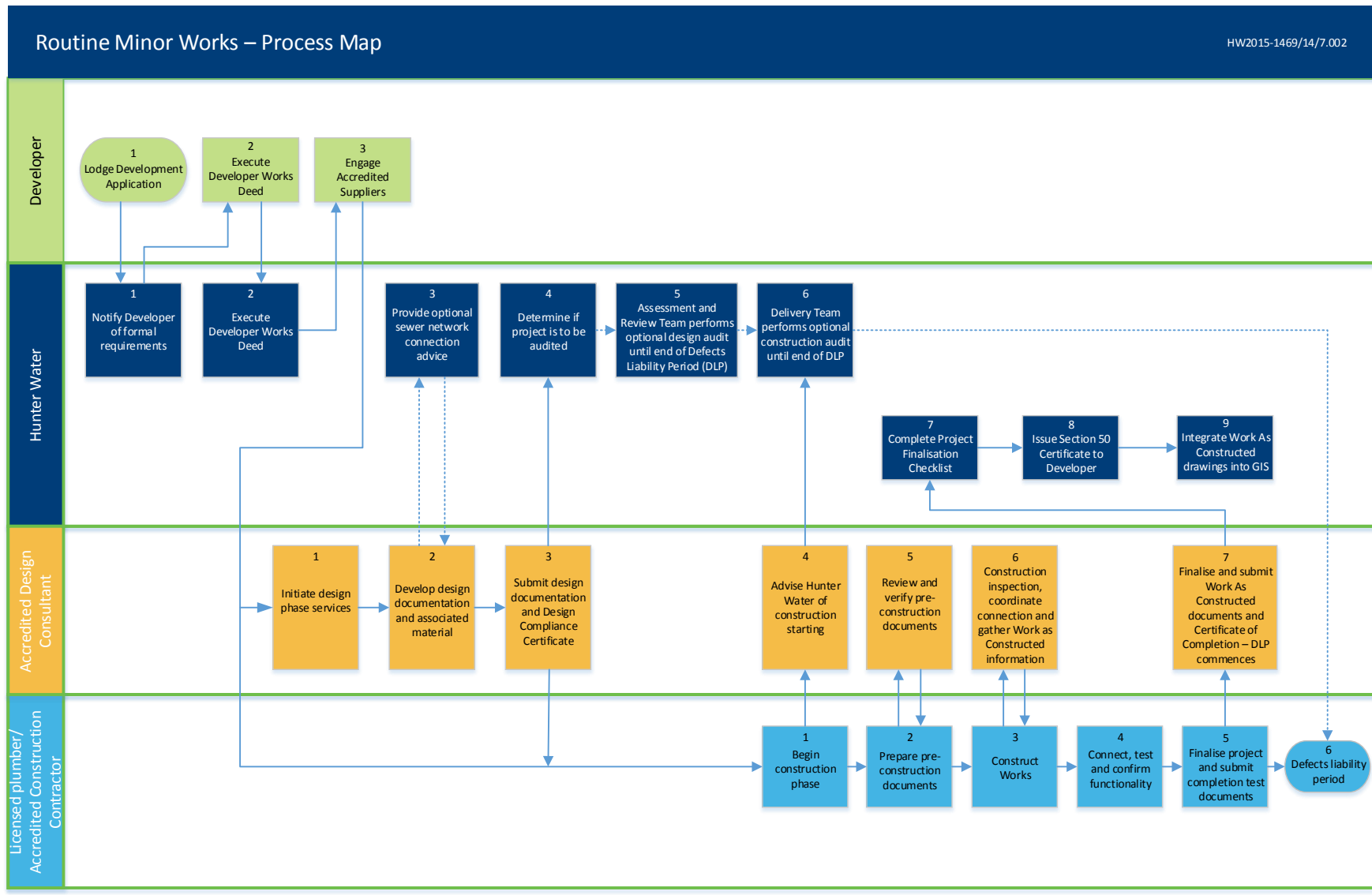
**Table 5: Document version history**

| Version | Name of author | Summary of changes | Approval date | Approved by                                    | Periodic review |
|---------|----------------|--------------------|---------------|--|-----------------|
| 1.0     | Brett Lewis    | Initial release    | 19 Jan 2018   | Executive Manager Customer Strategy and Retail | 1 year          |

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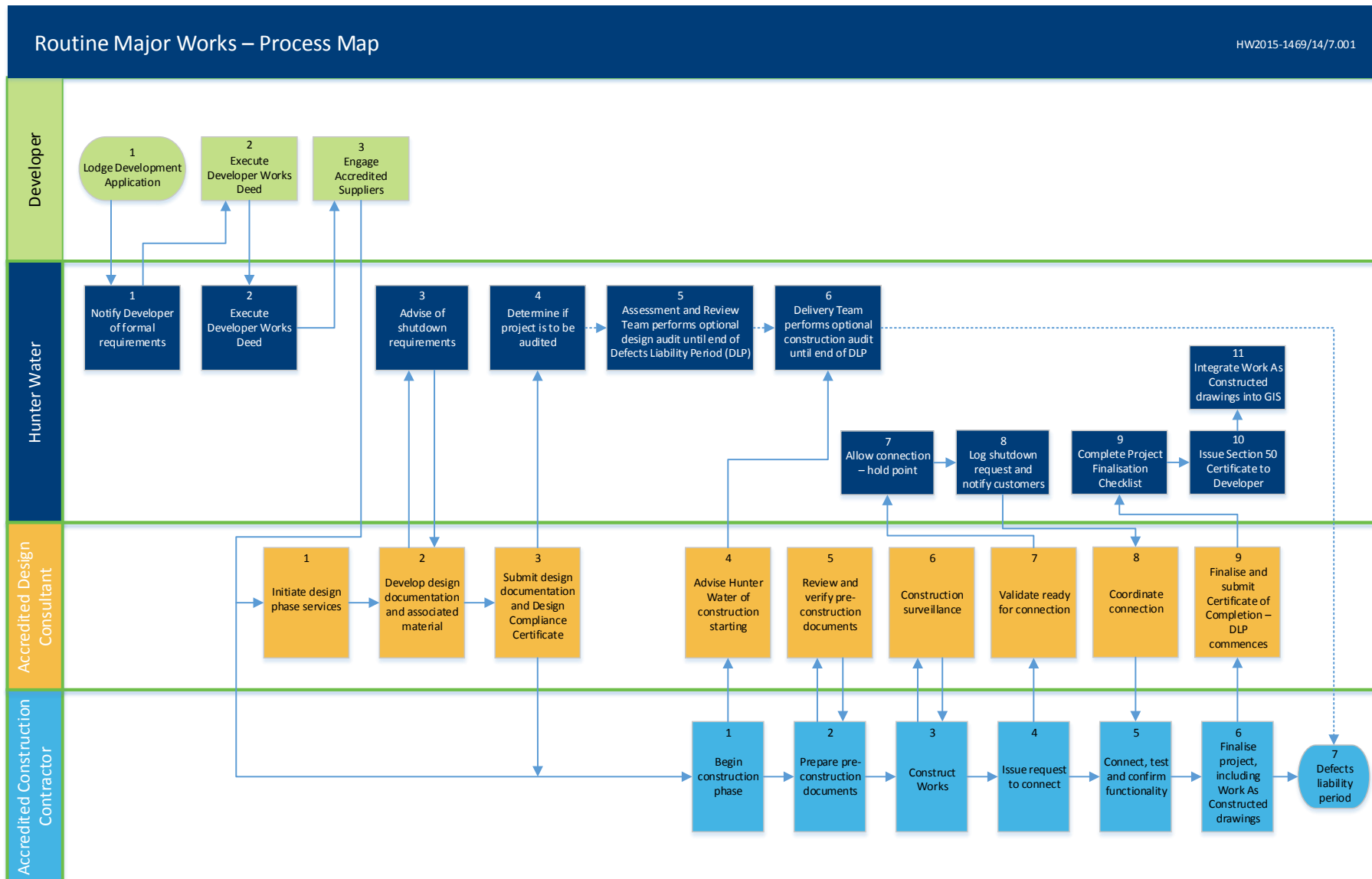
## Appendix A: Routine Minor Works – Process Map



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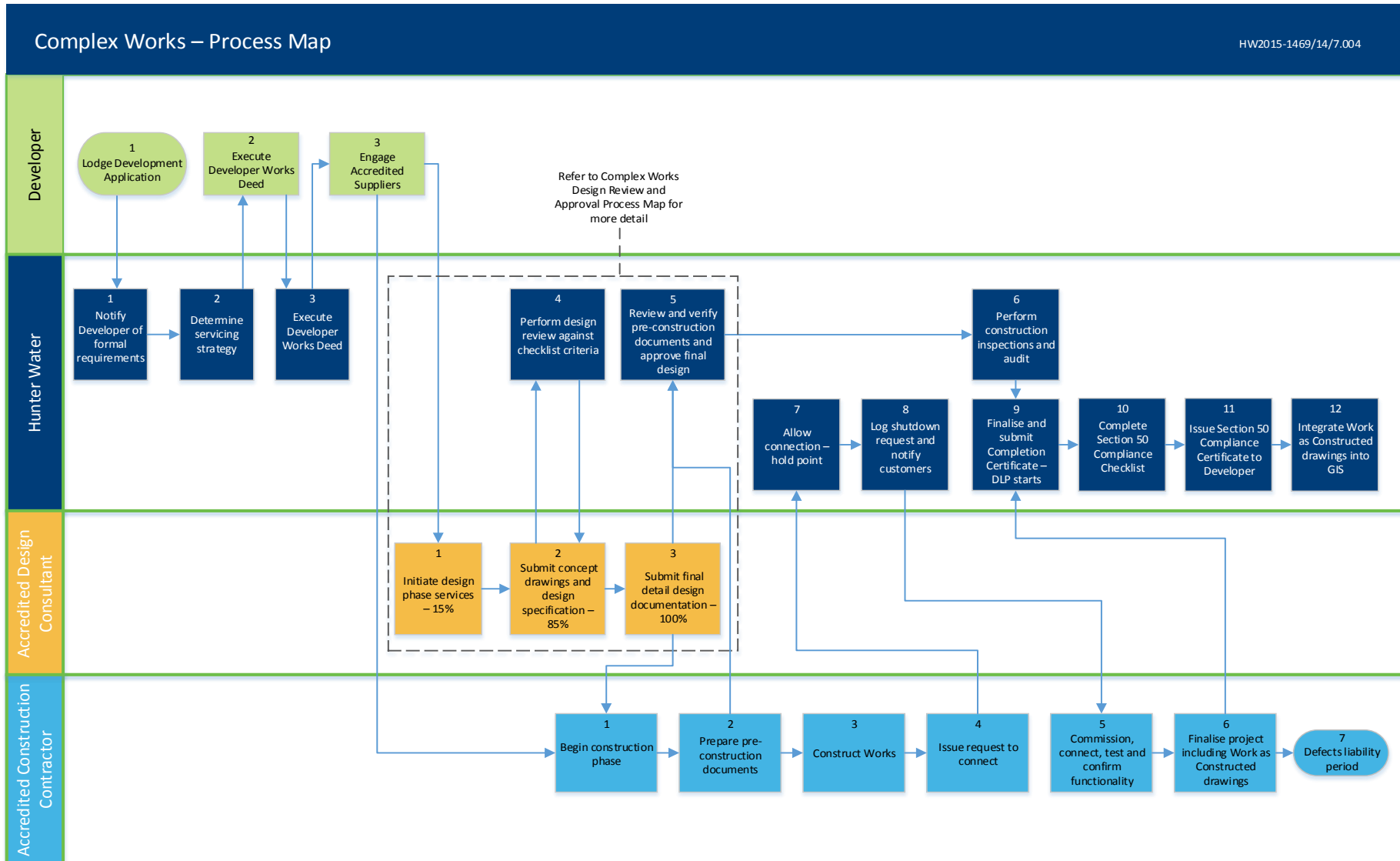
## Appendix B: Routine Major Works – Process Map



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## Appendix C: Complex Works – Process Map



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## Appendix D: Developer Works Process Feedback Form

Hunter Water Corporation  
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### Developer Works Process Feedback Form

Date:

Question 1. Were you provided with enough information regarding the Developer Works process?

Question 2. Was the Developer Works process clear and easy to understand?

Question 3. Were Hunter Water staff courteous, helpful, respectful and professional?

Question 4. How did you feel about the Developer Works process?

Question 5. Would you like to be contacted by Hunter Water? If so, please provide contact details.

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