

Wastewater Inundation to Private Property Policy

Policy Identifier: WW-001-P
Approved by: General Meeting
Date of Approval: 10 June 2020
Effective Date: 10 June 2020
Review Date: 10 June 2023
Version: 2

Head of Power

Water Supply (Safety and Reliability) Act 2008
South-East Queensland Water (Distribution and Retail Restructuring) Act 2009

Policy Objective

To assist the community when their property becomes inundated with wastewater, and undertake the remedial measures set out in this policy. Remedial measures undertaken by Council will not be an admission of liability, rather conducted on a 'without prejudice' basis.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to achieving the following outcomes:

Immediate Action

The Chief Executive Officer (CEO) or delegated officer nominated by the CEO shall be immediately informed and will be in charge of overseeing any remedial works that are done to restore the affected Council sewerage infrastructure as soon as practicably possible.

- In the event that a private building, residence or business premises suffers inundation from water or sewage that has emanated from the Council owned infrastructure, upon receipt of notification Council will carry out the appropriate actions in alignment with this policy.
- Council will undertake immediate action to cease or contain the inundation source. This may include the release of the sewer blockage with follow up removal of obstruction, temporary bunding to contain or redirect overland flow or valve isolation of pressure mains.

External Premises

- The response teams will clean all inundated external areas of the property to the best of their ability.
- External areas will be cleaned through the process of collecting and bagging debris
- Pooled sewage being redirected back to the sewer where possible
- Washing down hard surfaces and disinfecting all external surfaces, including the installation of barricades to prevent public access to the affected area where required.

Wastewater Inundation to Private Property Policy

Internal Premises

- In the event of internal inundation, no entry to the interior of the premises will occur by Council's employees.
- The home owner will be instructed to contact their insurer immediately and follow their insurer's instructions.
- The Council's employees shall not enter into any discussion with reference to liability or make any statement that may be construed as an admission of liability.
- In cases where Council is found by its insurer to be negligent in causing the water/sewage inundation, Council will be instructed by their insurer with how to deal with the claim which in some cases may involve ex-gratia payments to the affected home owner in rehabilitating their premises back to its original state and also compensating for other reasonable expenses incurred through the process.
- The Council's Risk & Liability manager is to be notified by the CEO or nominee in cases where property damage either internal or external and or health hazards are evident.
- In the event the owner of the premises is not satisfied with the measures taken by Council, they may make a written application or complaint to the Council for a determination in respect of the damages.

Definitions

Nil.

Associated Documents

Nil.

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
1	September 2016	New Policy
2	October 2019	Added headings: Head of Power; Definitions; Associated Documents; Document Control & other minor formatting to keep in with Corporate standards and Corporate style